INSPECTOR GENERAL

AUTOMATED CASE TRACKING SYSTEM (ACTS)

USER'S MANUAL

Version 5.6

OPR: SAF/IGQ **DATE: 25 Feb 2016**

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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.

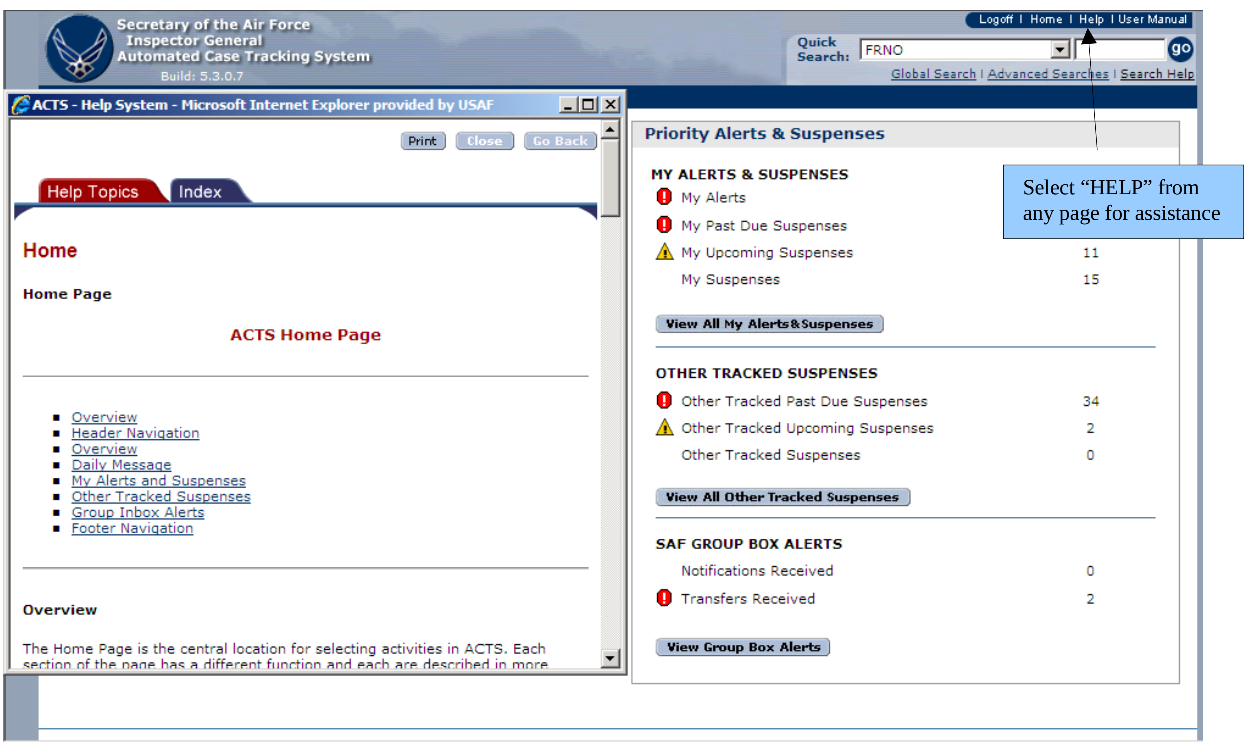


Figure 1-1. Online Help Menu.

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…

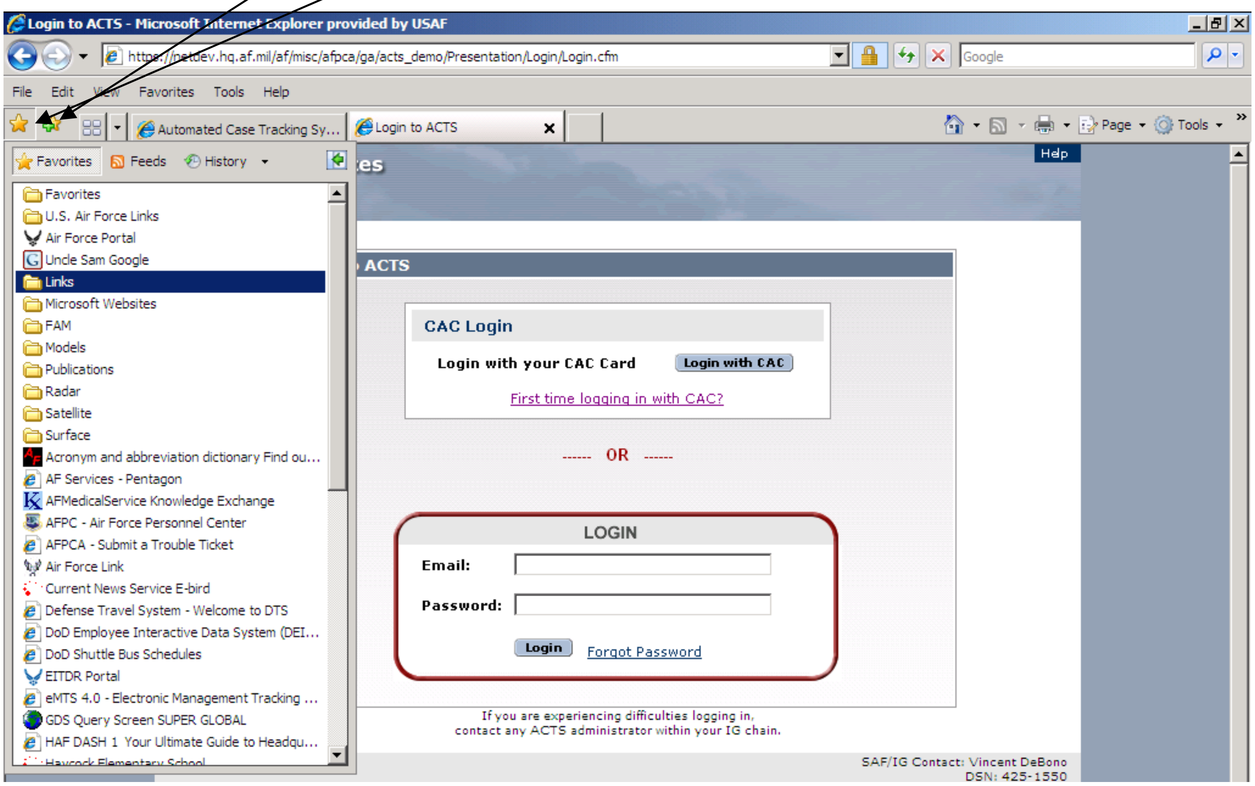


Figure 2-1. Favorites.

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"

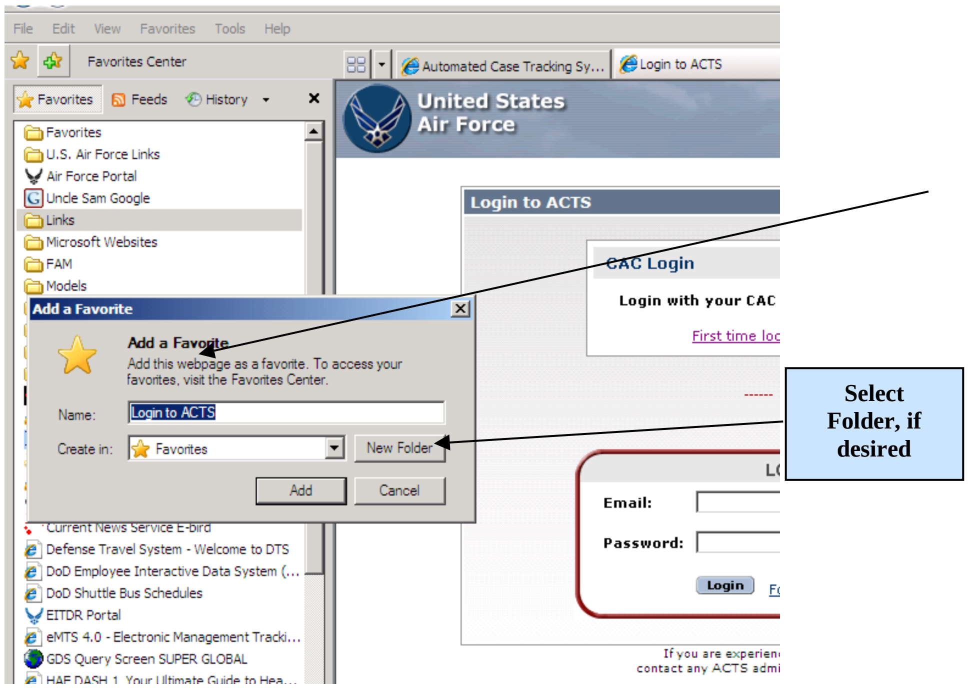


Figure 2-2. Add Favorite.

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

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.

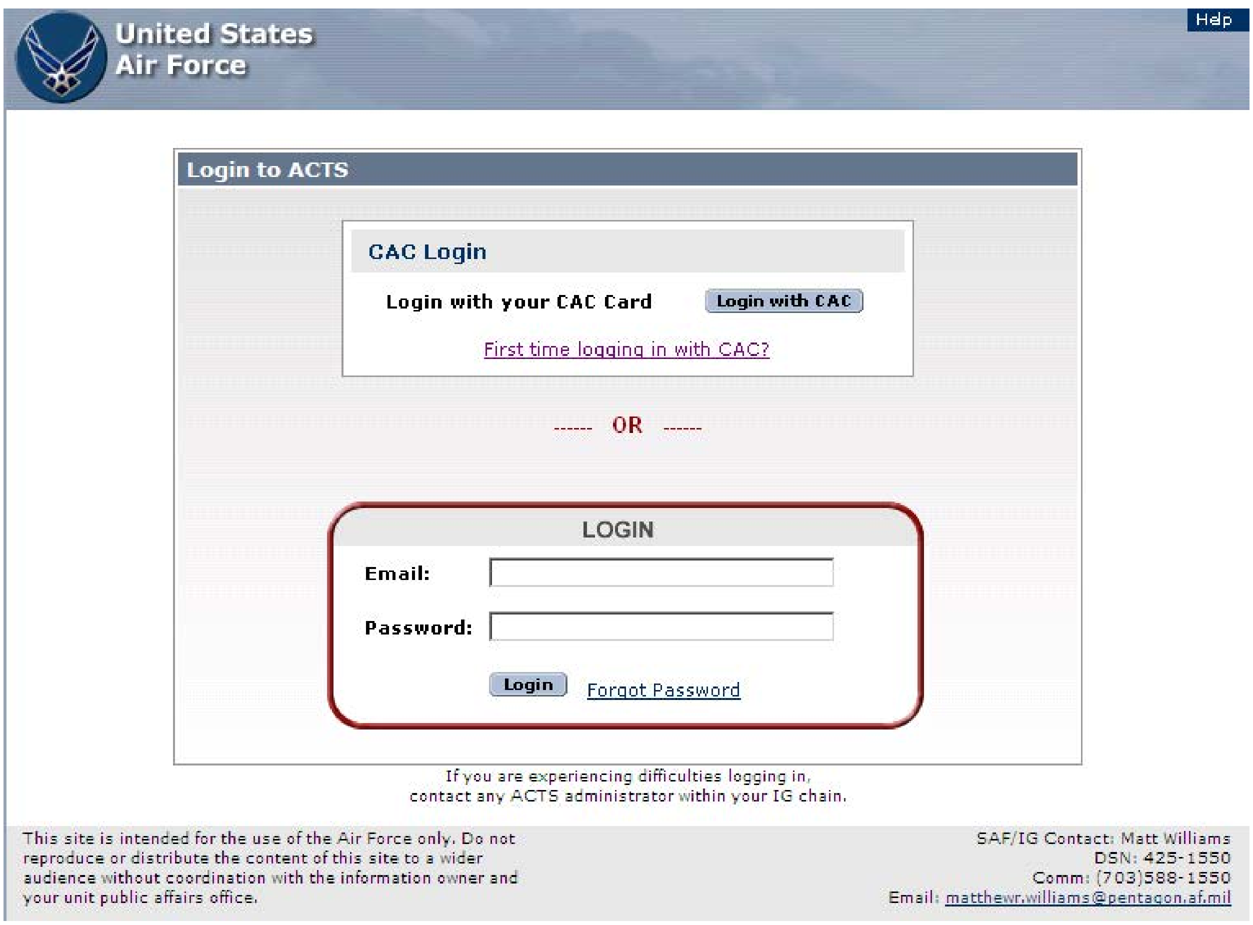


Figure 3-1. Login Screen.

Field	Action
Email	• Enter your full e-mail address in the Email block
Password	• **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 • **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
Login with CAC Associate 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 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	• Click on the "Submit" button to allow the system to verify your User ID. A new Password will be e-mailed to you • Or click on "Cancel" to return to the Login Screen without obtaining a new password
	• Using the password provided to you by email, follow the instructions above for first-time login

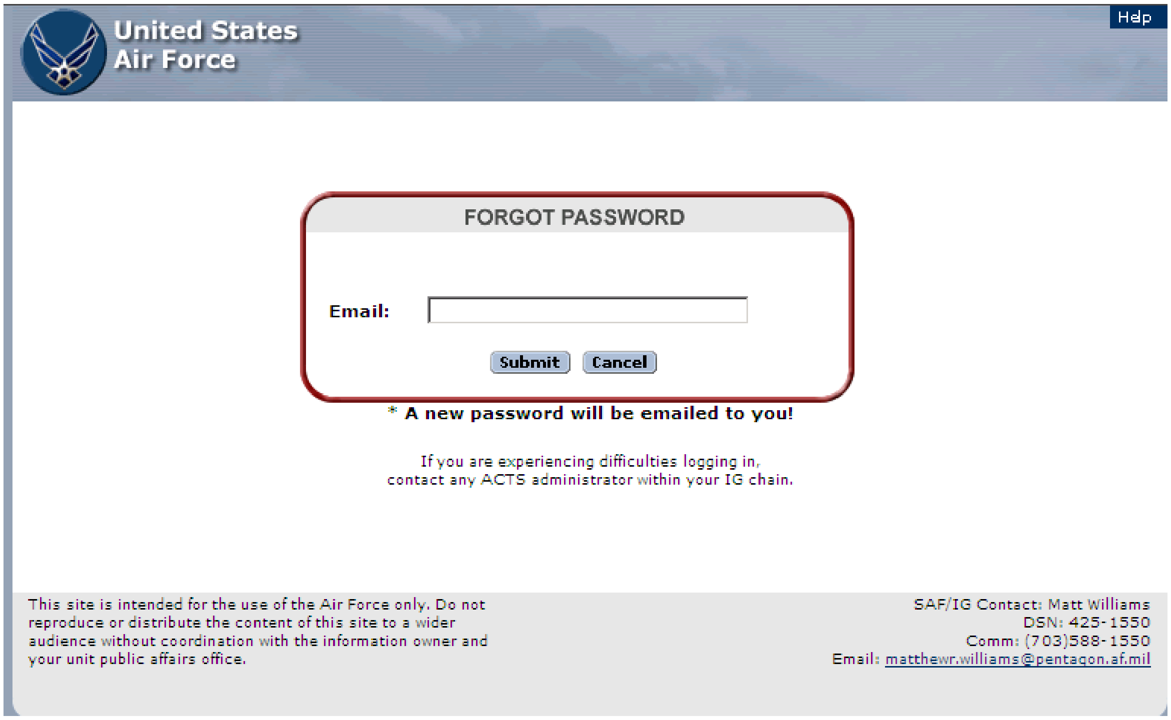


Figure 3-2. Forgot Password Screen.

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.

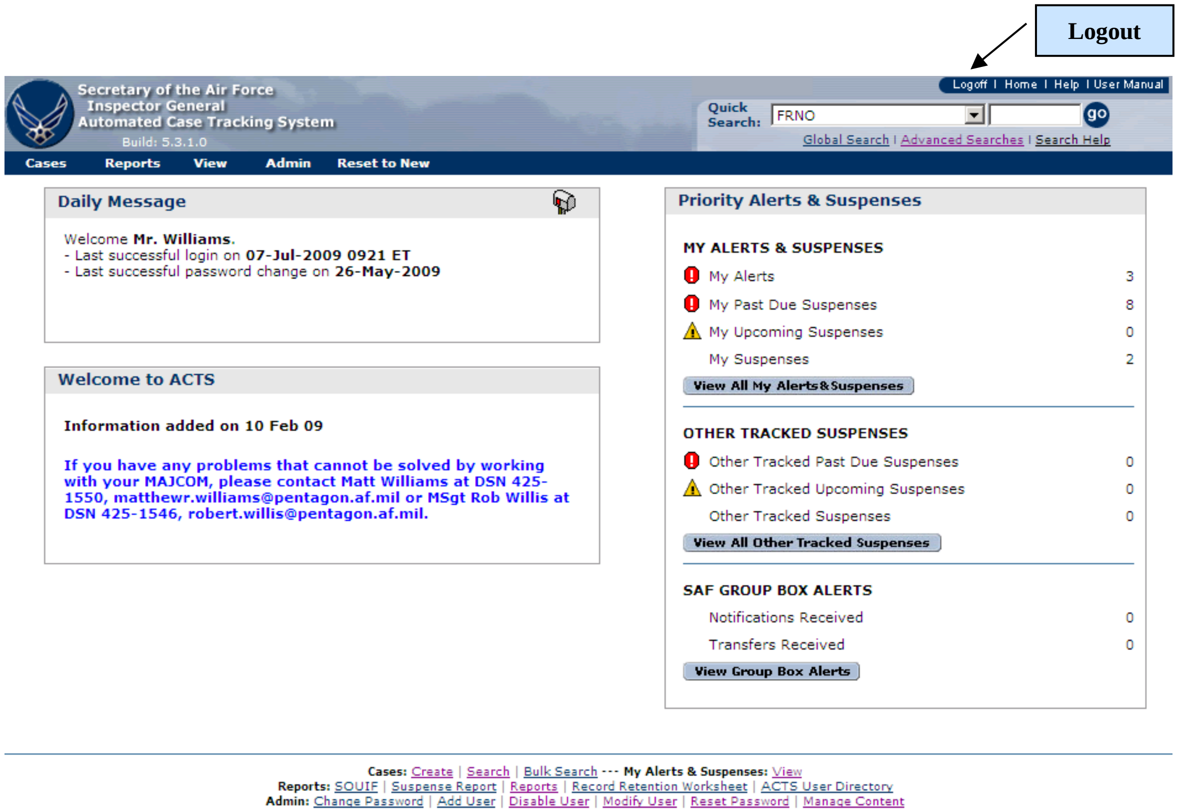


Figure 3-3. Logoff.

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.

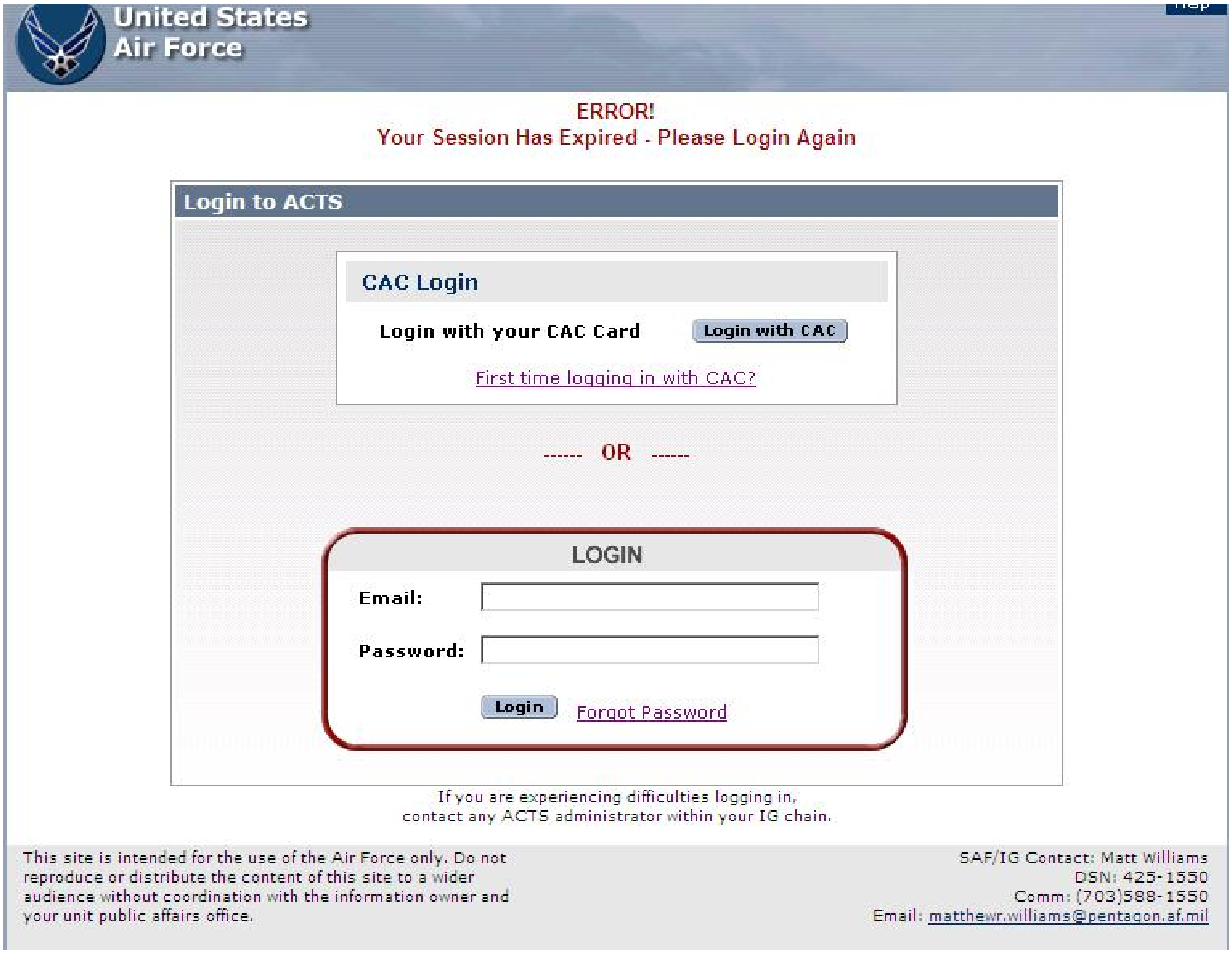


Figure 3-4. Error—Session Expired Screen.

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.

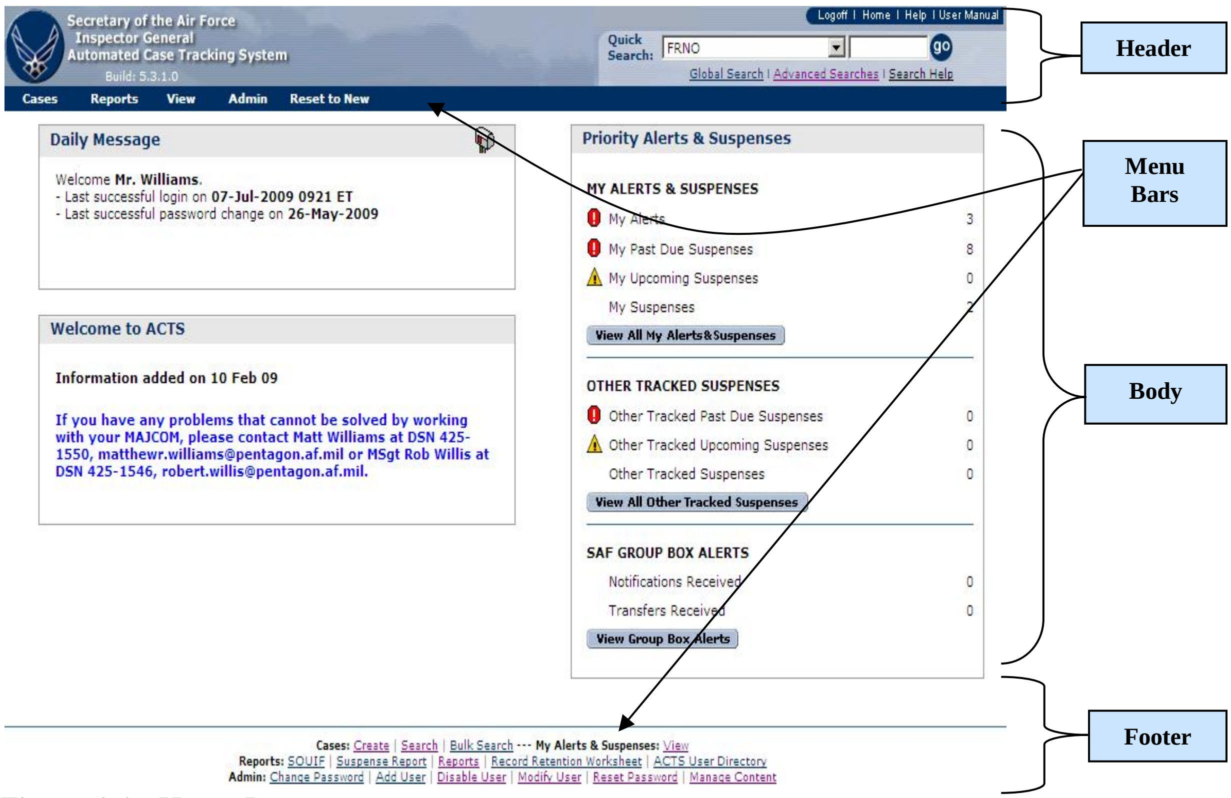
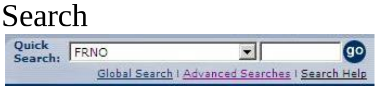


Figure 4-1. Home Page.

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  	• 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) • Your session will end and the Login screen will appear when you click on this button
Home  	• In the upper right-hand corner of the header, click on the "**Home**" button at any time during your session to access the Home Page
Help  	• 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 • The online help opens as an overlay to ACTS • 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 • 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 • To exit the Online help, click on one of the "Close" buttons at the top and bottom of each page of the Online help
Users 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  	• Provides access to frequently used searches. - Quick Search 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 *containing* the search string – Search Results. Provides access to *most recent* search result. Only visible when you have conducted a search during the current session – Advanced Searches. Provides access to advanced search features; opens the "Advanced Searches" screen. Refer to Chapter 6 or "Search Help" for assistance in executing advanced searches – Search Help. Online help for performing searches • Refer to Chapter 6, Search, or "Search Help" for additional information about finding existing records

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)	• 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 • 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
Actions (Chapter 7) (Viewable only during edit Session)	• Viewable only when a case is being created or edited. Options vary depending on business processes • Select this option to initiate an action concerning a case (investigate, refer, transfer, notify, dismiss, discard, assist, complete or close) • Refer to Chapter 7, Actions, or the Online help for additional information about case Actions
Reports (Chapter 8)	• Provides access to case reports. – Click on “Suspense Reports” to display a list of suspenses by AO or office – Click on “Open Edit Sessions Report” to get a report of users with open edit sessions – Click on “Cases Not Purged Report” to get a report of cases which have exceeded their retention date but have not been purged – 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 – Click on “Saved Custom Reports” to display a list of saved customized reports as well as Predefined Reports created by SAF/IGQ – Click on “Custom Reports” to access the Custom Reports tool. See Chapter 8 for more details – Click on “Record Retention Worksheet” to display a Record Retention Worksheet that contains a listing of the records eligible to be purged – Click on “ACTS User Directory” to display a listing of the current authorized users of the ACTS system – Click on “SOUIF Query” to submit a file list of names for a report to support the SOUIF process • Refer to Chapter 8, Reports, or the Online help for additional information about Reports

My Alerts & Suspenses (Chapter 9)	• Provides access to individual "My Alerts & Suspense" or the "Group 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 	• The Priority Alerts & 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 • Use the "View All My Alerts & Suspeneses" button or the "More…" link to see all of your alerts • Refer to online help, or Chapter 9, Alerts & Suspenses, for additional information about alerts

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 ( )

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 ( )
- Whenever the user clicks on the “Save” button ( )
- Switching between “Subject” and “Allegation” sub-tabs ( ), clicking on “Add New Subject” ( ), “Add New Allegation” ( ), “Edit Subject” ( ),“Edit Allegation” ( ), and “Return to Subject List” ( ).
- Whenever the “Remove” ( ) button is clicked on the “Case Notes” tab
- Whenever the “Back” ( ) button is clicked on an attachment “Details” on the “Attachment” tab

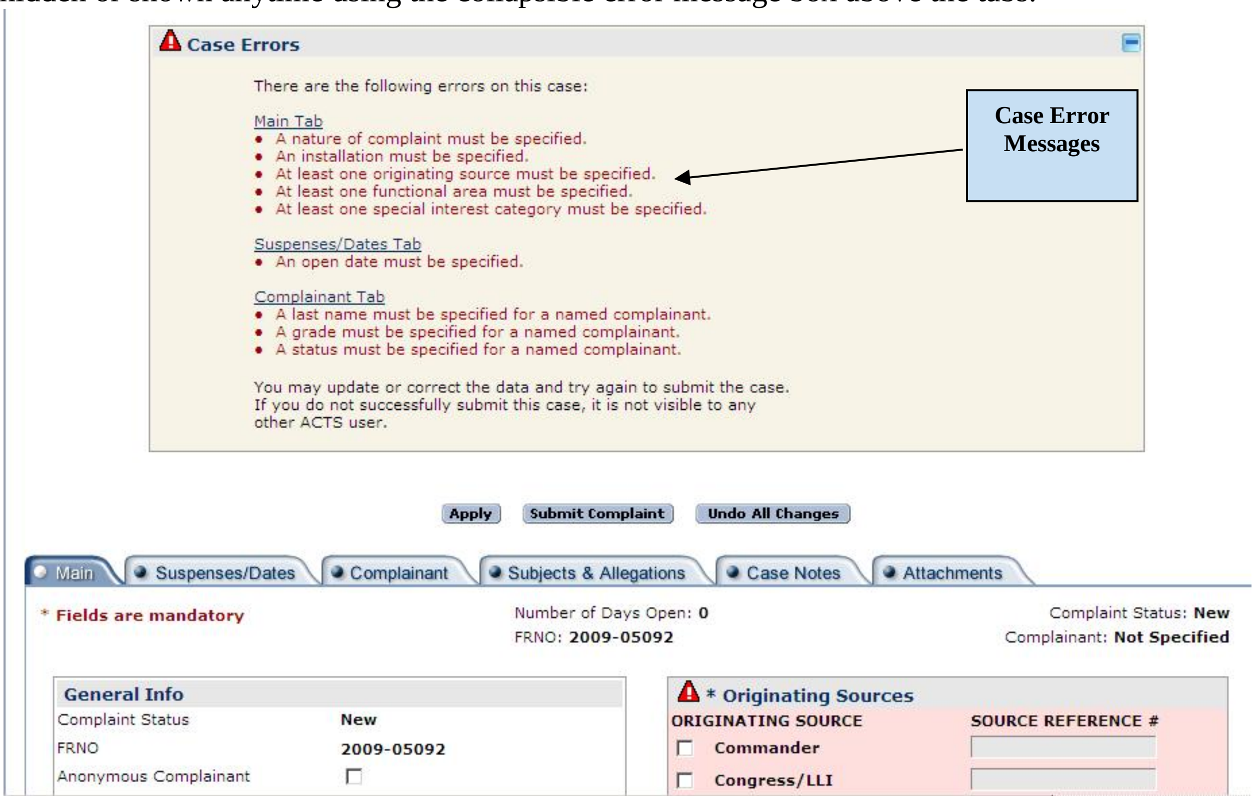
This functionality allows users to resume case edit sessions and prevents data loss in the event of network or computer failure. For example, if your computer crashes, you will be able to resume your edit session with a minimal data loss. But until the user *submits* a case (or submits changes to a previously-submitted 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.



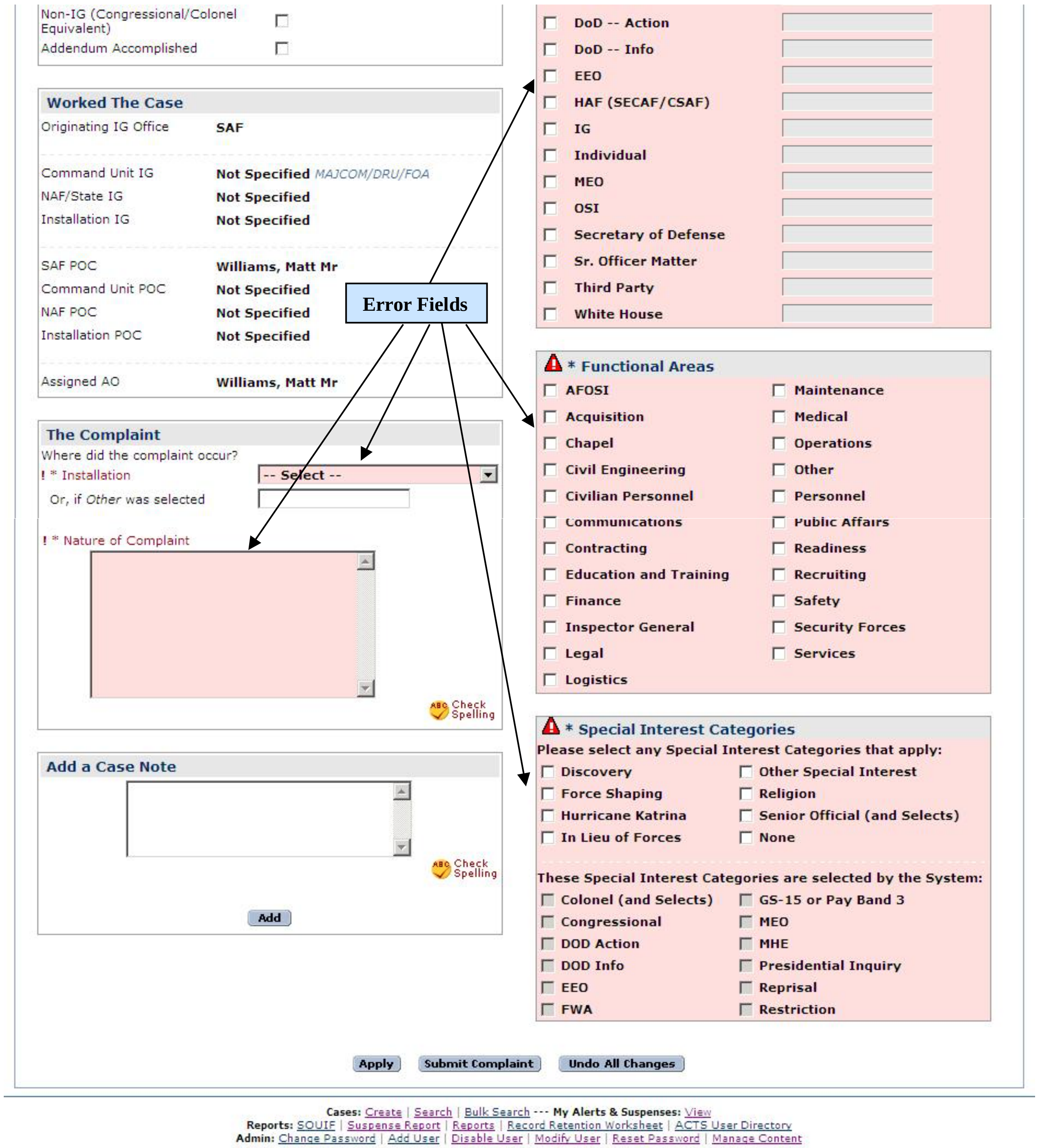


Figure 5-2. Error Message and Fields.

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) • Or, click on "Create" in the Menu Bar at the bottom of the Home Page • The "Before Creating a Case" screen will open (figure 5-5)

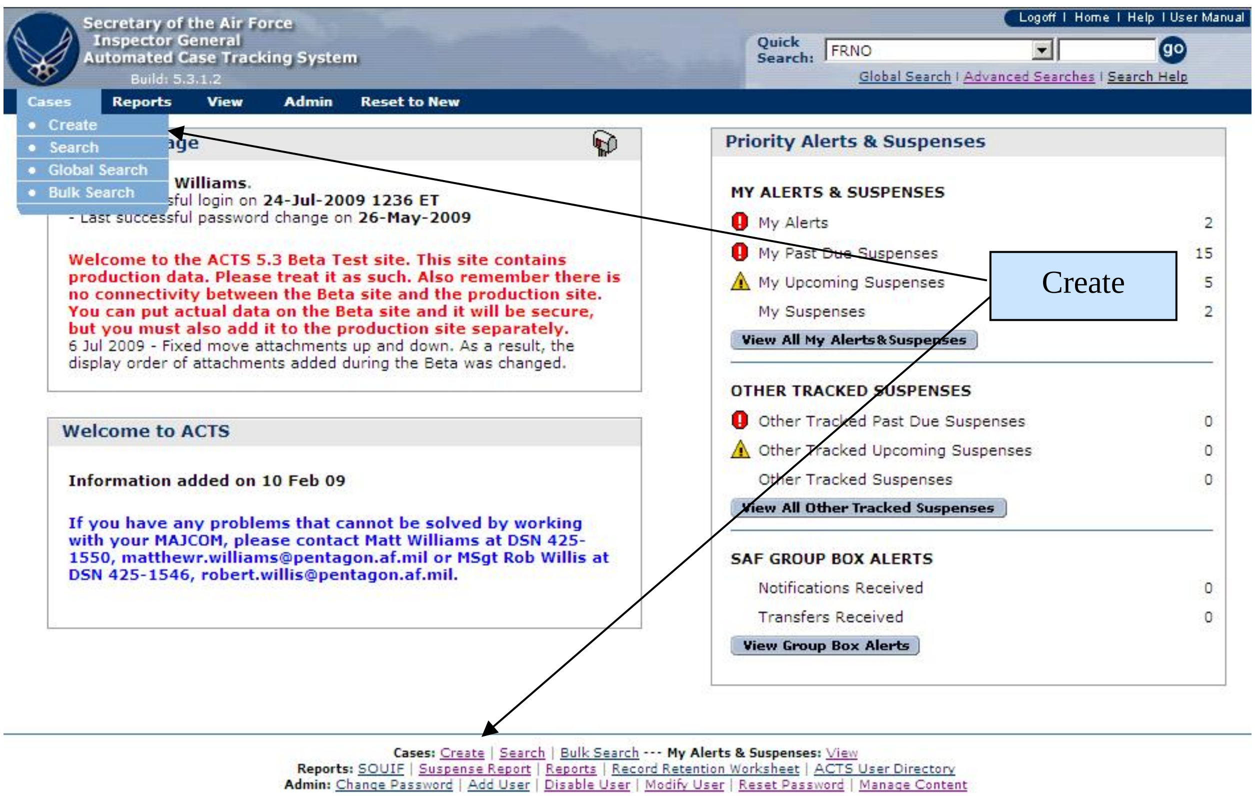


Figure 5-3. Create.

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.

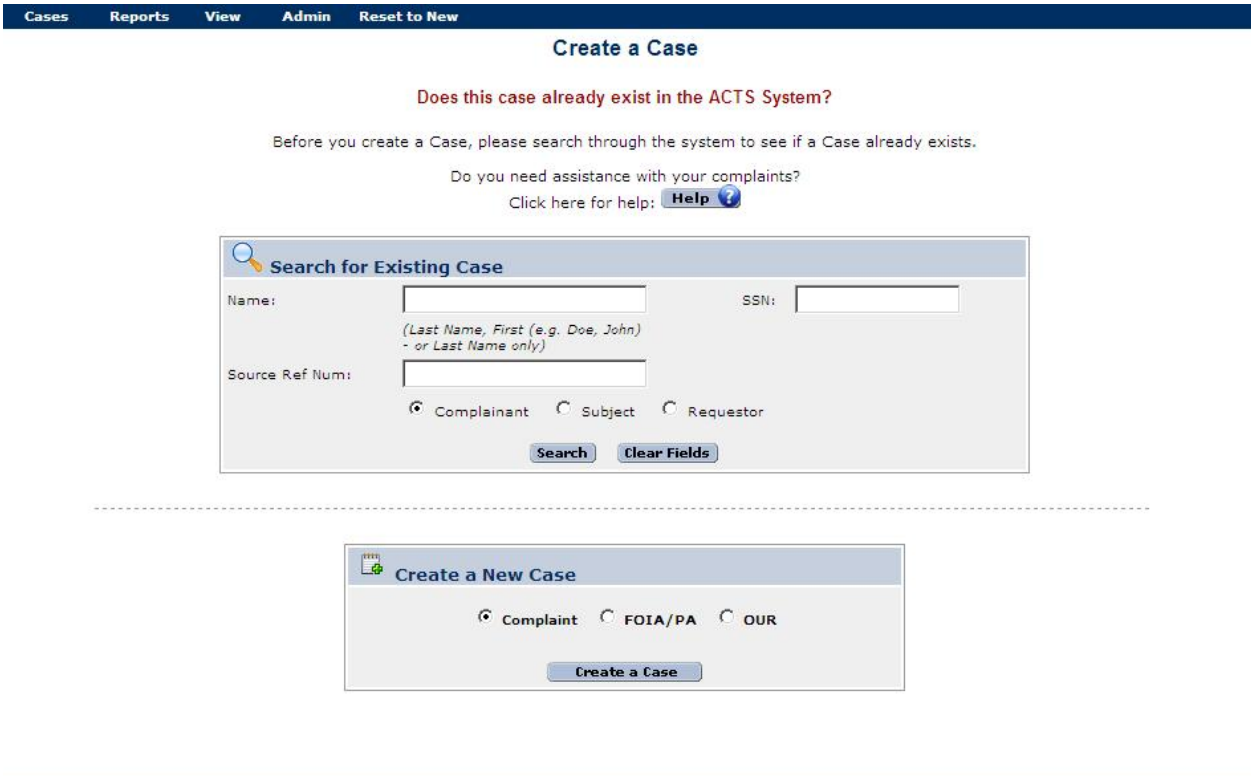


Figure 5-4. Before Creating a Case.

Field	Action
Enter Complainant Name (textboxes)	• If you don't know if the case already exists, you may enter the complainant's, subject's, or requestor's LAST name and/or FIRST name to "search" for a duplicate. You must enter at least one letter in at least one of 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 Case	• If the case does not already exist in ACTS , click on the "Create New 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 () • The ACTS Online help opens

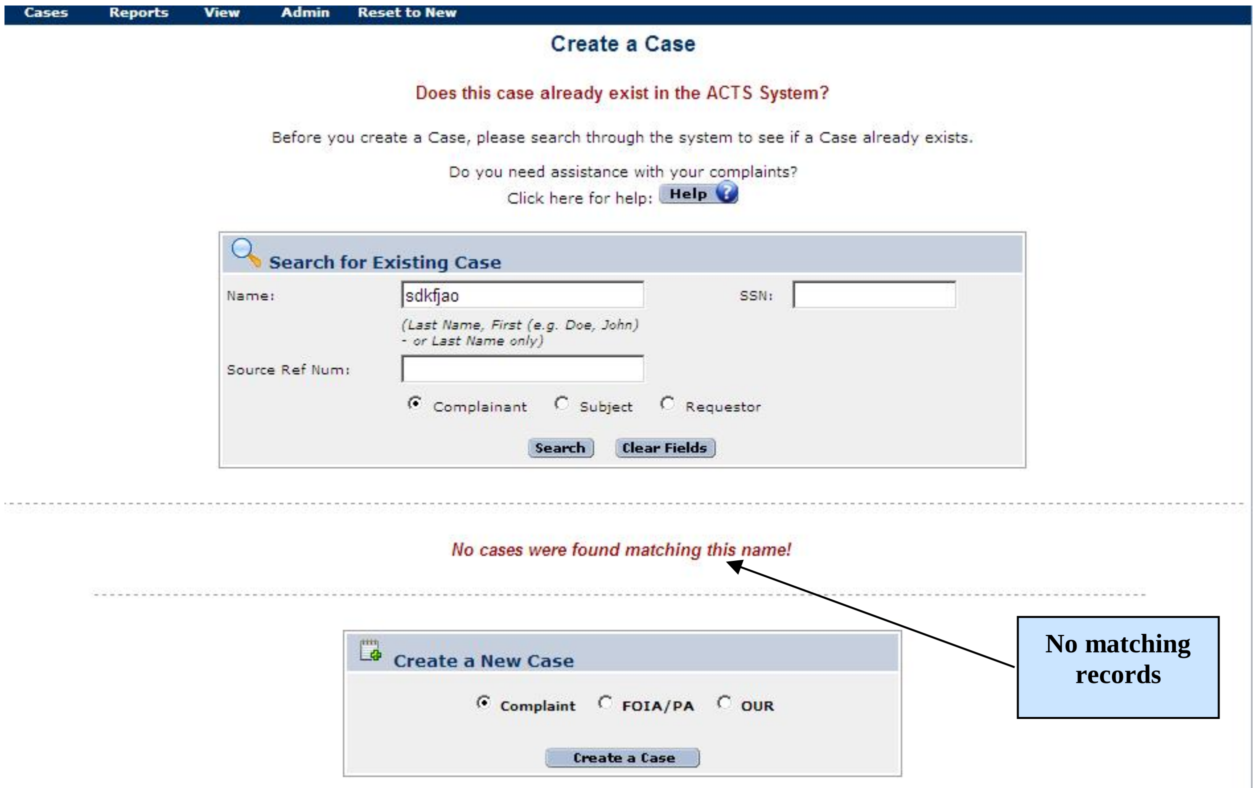


Figure 5-5. Query For Duplicate—No Matching records.

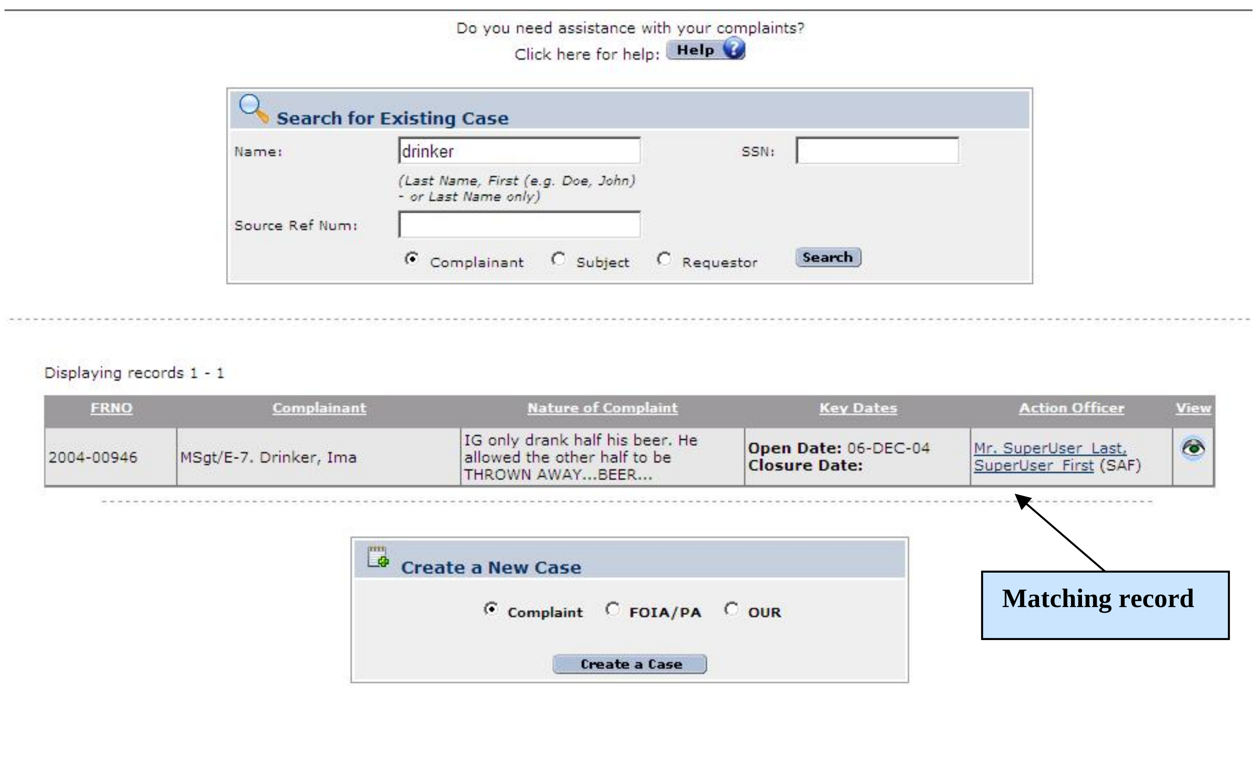


Figure 5-6. Query For Duplicate—Matching record.

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)
	• FRNO. File Reference Number is automatically generated and not editable.
	• Number of Days Open. Number of days between TODAY and the "Open Date"
	• Complaint Status. 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
	• Complainant. Rank/grade, last name, and first name of the complainant, or "Anonymous"
General Info	• Complaint Status. Described above. Field is automatically updated based on case actions assigned by the AO and is not editable
	• Anonymous Complainant (checkbox). Users may click on the checkbox to indicate the complainant is anonymous. The checkbox is also located on the Complainant tab
	• Follow Up Indicator (checkbox). Users may check and uncheck the follow-up box when a case has been completed or a case is closed.
	• Non-IG Indicator (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 Info	• Referral Organization (dropdown menu). Selected from dropdown 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 (dropdown menu). Visible only after case is closed, the 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
Worked the Case	• Originating IG Office. This field automatically populates based on the office that created 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
	• 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 NAFs that are within the current user's organizational hierarchy constraints
	• 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.
	• SAF POC. SAF’s Point of Contact
	• Command Unit POC. Command Unit's Point of Contact
	• NAF POC. NAF’s Point of Contact
	• Installation POC. Installation’s Point of Contact
	• Assigned AO. This field automatically populates based on AO entering the case • Closing AO. The Action Officer closing the case. Automatically populated with the current user who is closing the case • Refer to Chapter 3, Accessing ACTS , or the on-line Help menu for additional information
	•
	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
	• Functional Area List. Select one or more organizational functional area that best approximates where each allegation occurred
	• Special Interest Category. Select one or more special interest category that best addresses each allegation.

Originating Source	• <u>Originating Source</u> –Refers to the source of the case—the person or group informing the IG about the case – 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 – All case sources except Individual, Third Party, SOUIF, IG, and 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 Areas	• <u>Select one or more organizational functional area that best approximates where each allegation occurred</u>
Special Interest Category	• <u>Select one or more special interest category that best addresses each allegation. The system may automatically select some special interest categories depending on other case information input (e.g. originating source, allegation, etc.)</u>
The Complaint	• <u>Where did the case occur</u> (dropdown menu) – <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 <u>Other</u> (text box). If "Other" was selected for the "Installation" block this block is MANDATORY***TIP: 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 complainant ***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 is limited to approximately 400 characters. It is also recommended that redaction criteria are applied regarding names and identifiable information***

Add a Case Note	• Text box captures notes pertaining to case actions. ACTS automatically assigns 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***

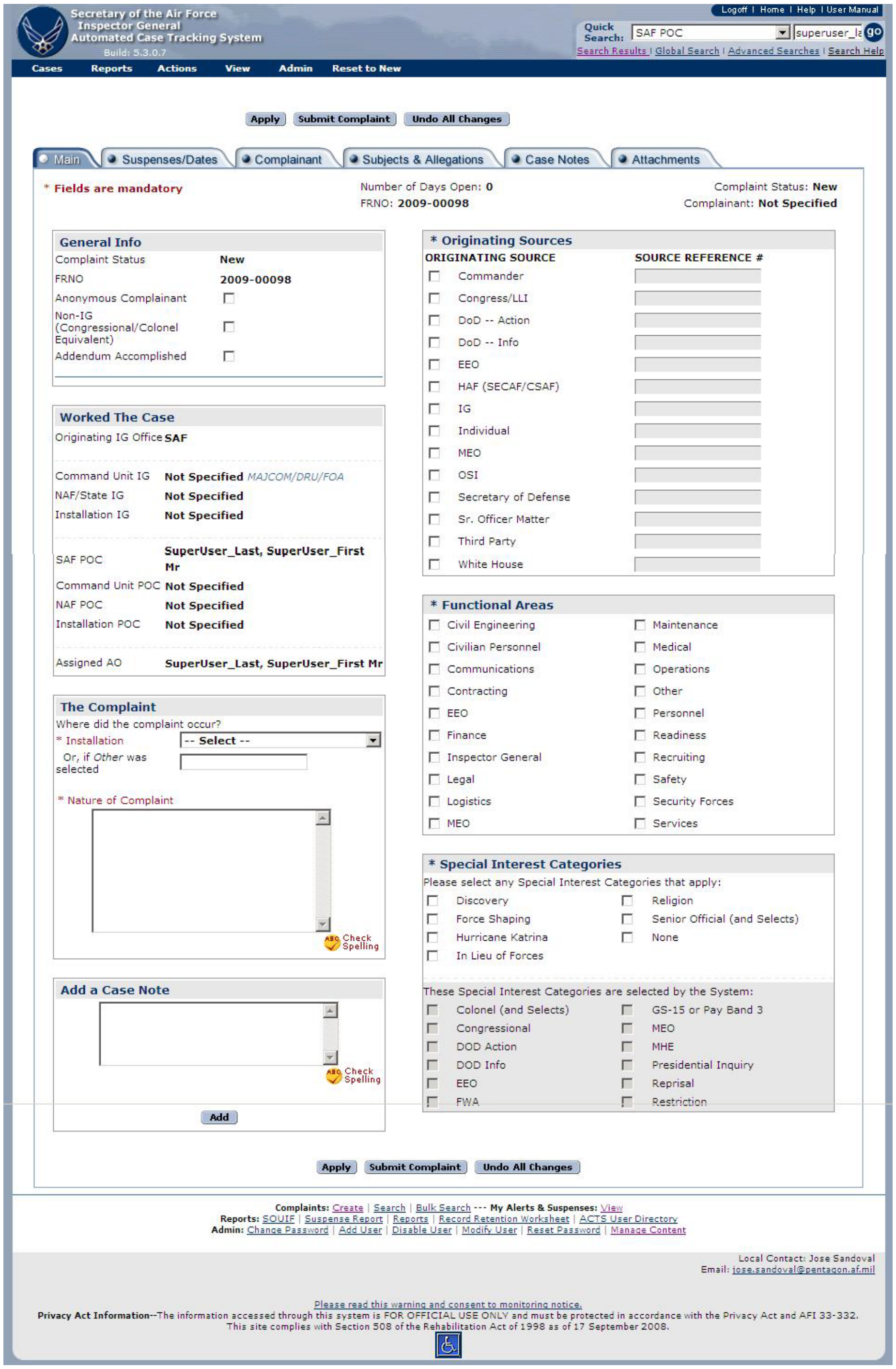


Figure 5-7. “Main” Tab—Create a Case.

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)
	• FRNO. File Reference Number is automatically generated and not editable.
	• Number of Days Open. Number of days between TODAY and the "Open Date"
	• Case Status. 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
	• Complainant. Rank/grade, last name, and first name of the complainant, or "Anonymous"
AOs Tracking This Case	• Name and rank of action officers tracking the suspenses of the case
Timelines Suspenses	• Open Date. 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.
	• Analysis Complete Date. The date the case analysis was completed and/or approved
	• Tasking Date. 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
	• Pre-Fact Finding Complete Date. The date the IO training, the investigation plan, the Judge Advocate (JA) coordination, etc., is complete
	• Fact Finding Complete Date. The date all testimony and evidence gathering is complete
	• Report Writing Complete Date. 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
	• IG Quality Review Complete Date. The date the supporting IG/IGQ office reviews the report for completeness, compliance, and objectivity

	• Technical Review Complete Date. 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
	• Legal Review Complete Date. The date the report of investigation (and supporting documentation) is determined to be legally sufficient by the SJA and returned to the Appointing Authority
	• Completion Date. 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
	• NAF/State IG Review Completion Date. Date that Numbered Air Force IG complied with 90-301, for investigations closed at their level, or those being forwarded to SAF/IGQ
	• MAJCOM Review Complete Date. Date that Major Command IGs complied with 90-301, for investigations closed at their level, or those being forwarded to SAF/IGQ
	• SAF/IGQ Review Complete Date. 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
	• DoD Review Submission Date. Field will only be visible and editable for cases that meet the criteria for being reviewed by the DoD
	• DoD Review Response Date. Field will only be visible and editable for cases that meet the criteria for being reviewed by the DoD
	• Closure Date. 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	• Suspense Date. The date the originating source requires a response. If there are multiple sources with multiple suspense dates, enter only the earliest suspense date. • Response Date. The date a response was sent to the complaint source individual/organization
Follow-Up Suspense Date	• Follow-Up Suspense Date. Date supplied by the AO as a follow up reminder. This is a date indicating whether or not a complaint requires further follow-up 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 Suspenses	• Acknowledgement Due Complaint Date. The date complaint acknowledgement of receipt of a case is due to the complainant. This must be done within 5 days of receipt of a complaint.

	• Interim Response Date. The date an interim response is due the complainant. These are due to the complainant 60 days from receipt of the complaint and every 60 days until a final response is due.
	• Progress Report Due to HHQ – Reports due to higher headquarters for cases not finalized by their suspense date and on the first of every month thereafter until completion.
	• Colonel Equivalent. Colonel equivalent notification due to SAF/IGQ.
	• Reprisal/Restriction/Improper Mental Health - Notification of receipt of reprisal, restriction or IMHE complaint due to next higher level
	• DoD IG Notification - Notification of receipt of reprisal, restriction or IMHE complaint due to DoD
	• Complaint Analysis Due. Notification of results of complaint analysis and intent to investigate or not due to next higher level.
	• Reprisal/Restriction/Improper Mental Health Progress Report - Reprisal, restriction or IMHE progress report due to next higher level.
	• DoD Progress Report - Reprisal, restriction or IMHE progress report due to DoD IG
	• Hotline Progress Report - Hotline progress report due to next higher level
	• Hotline Suspense Extension - Hotline suspense extension due to next higher level.
Record Retention Info	• Field Retention Date. Automatically generated; editable after closure. Computed as 31 Dec ten years from the year the case was "Closed." Record will be included on the Record Retention Worksheet on or after the computed date, until the record is purged from the system (see Chapter 11, Managing ACTS Data) • Permanent (checkbox). Used to indicate that record should be held as permanent IAW AFRIMS • Moratorium (checkbox). Used to indicate that record will be held in the system until date specified in Moratorium Disposition Date • Moratorium Disposition Date (required if Moratorium is check). Record will be included on the Record Retention Worksheet on or after the specified date • Comments. Mandatory if Permanent or Moratorium is checked. Use to articulate reasons for a non-standard disposition schedule.

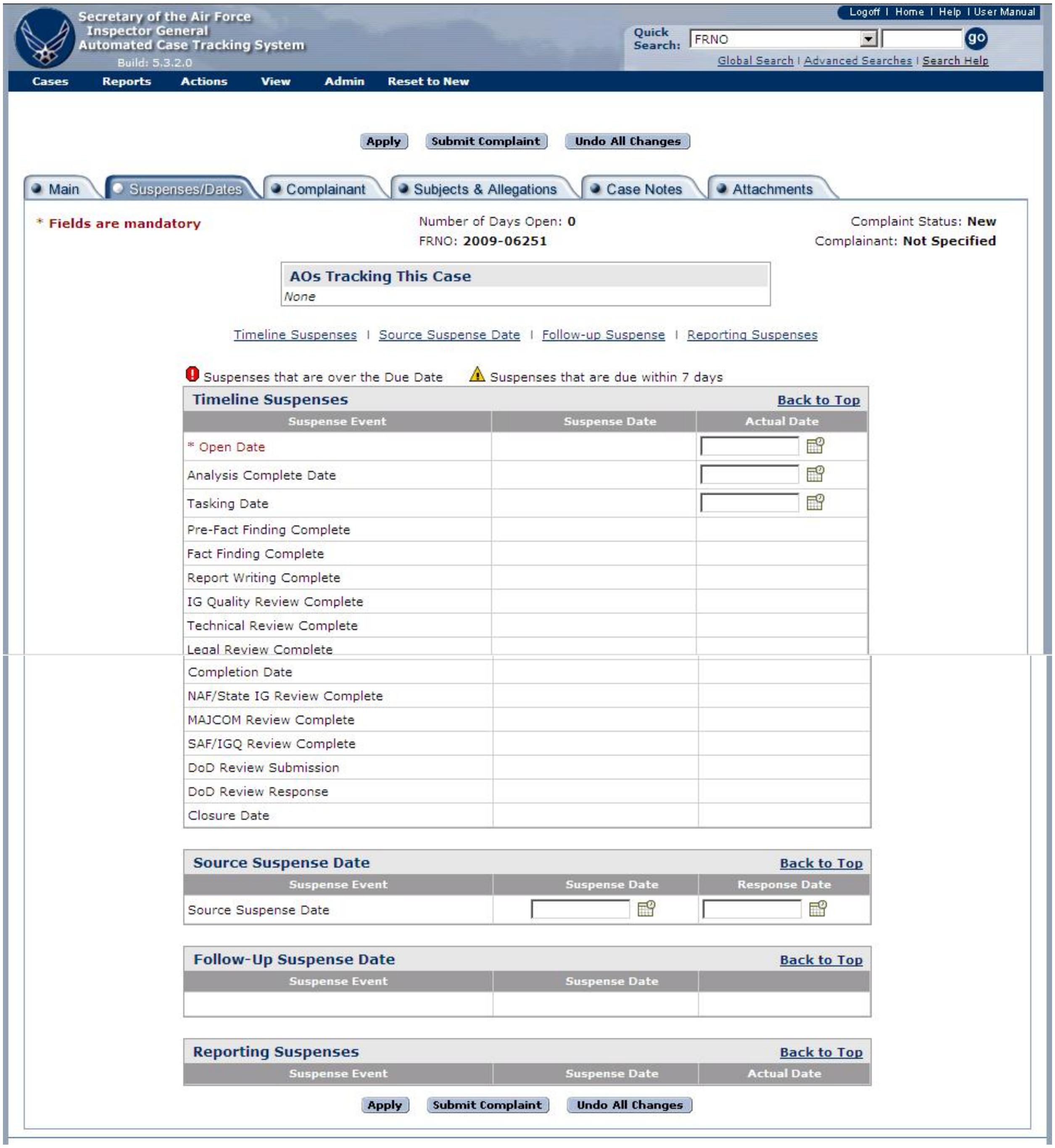


Figure 5-8. “Suspenses/Dates” Tab.

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.

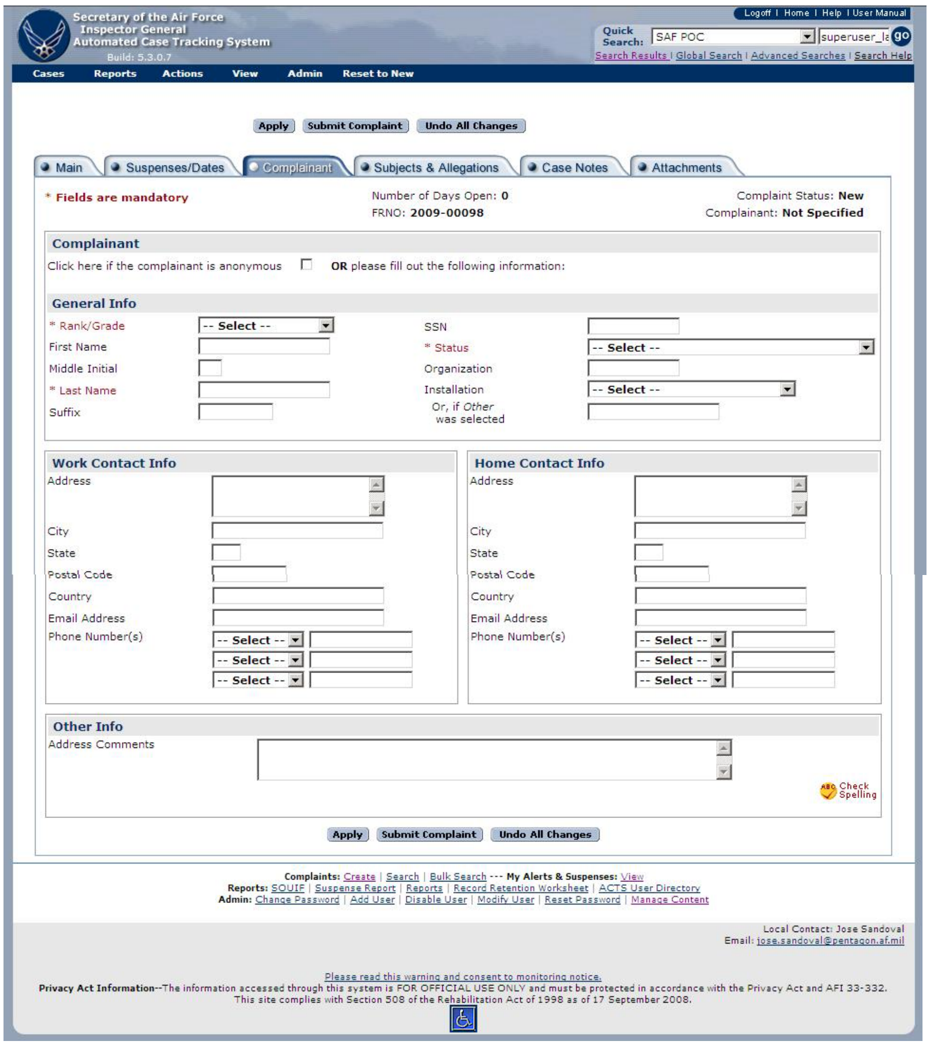


Figure 5-9. “Complainant” Tab.

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 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>Middle Initial</u>. Complainant's middle initial
	• <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 Info	• <u>Address</u>. Complainant's business street address, City, State, Postal Code, and Country
	• <u>Email Address</u>. Complainant's business email address
	• <u>Phone Number(s).</u> Complainant's business phone numbers
Home Contact Info	• <u>Address</u>. Complainant's home street address, City, State, Postal Code, and Country
	• <u>Email Address</u>. Complainant's home email address
	• <u>Phone Number(s)</u>. Complainant's contact phone numbers
Other Info	• <u>Address Comments</u>. 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.

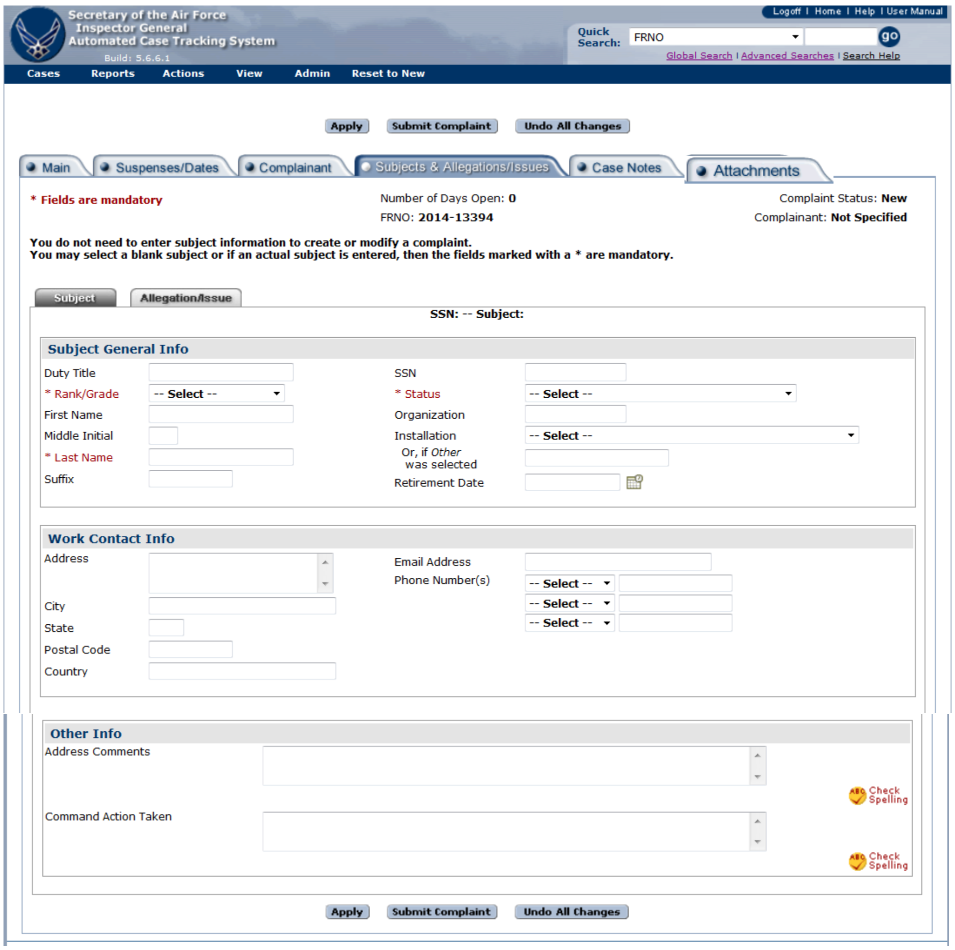


Figure 5-10. “Subjects & Allegations” Tab.

Entering Subjects Data.

Field	Description
	Subject Sub-tab
Subject General Info	• Duty Title. Subject's current duty title
	• Rank/Grade (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***
	• First Name. Subject's first name
	• Middle Initial. Subject's middle initial
	• Last Name. Subject's last name
	• Suffix. Enter the subject's suffix, as applicable (e.g., Jr., Sr, III, etc.)
	• SSN. Enter the subject's social security number (MANDATORY for all officer subjects and civilians equivalent to a colonel or higher)
	• Status (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
	• Installation (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
	• Retirement Date. 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 Contact Info	• Address. Subject's business street address, City, State, Postal Code, and Country
	• Email Address. Subject's business email address
	• Phone Number(s). 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 Action Taken.	• Command Action Taken. Identify any command action taken against the subject as a result of any substantiated allegation/s (LOR, LOC, LOA, verbal counseling, etc)
Return to Subject List 	• Return to Subject. This button will take you back to the Subject List where you can add another subject. It will only appear after data has been entered in the subject field or allegations field and saved.

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

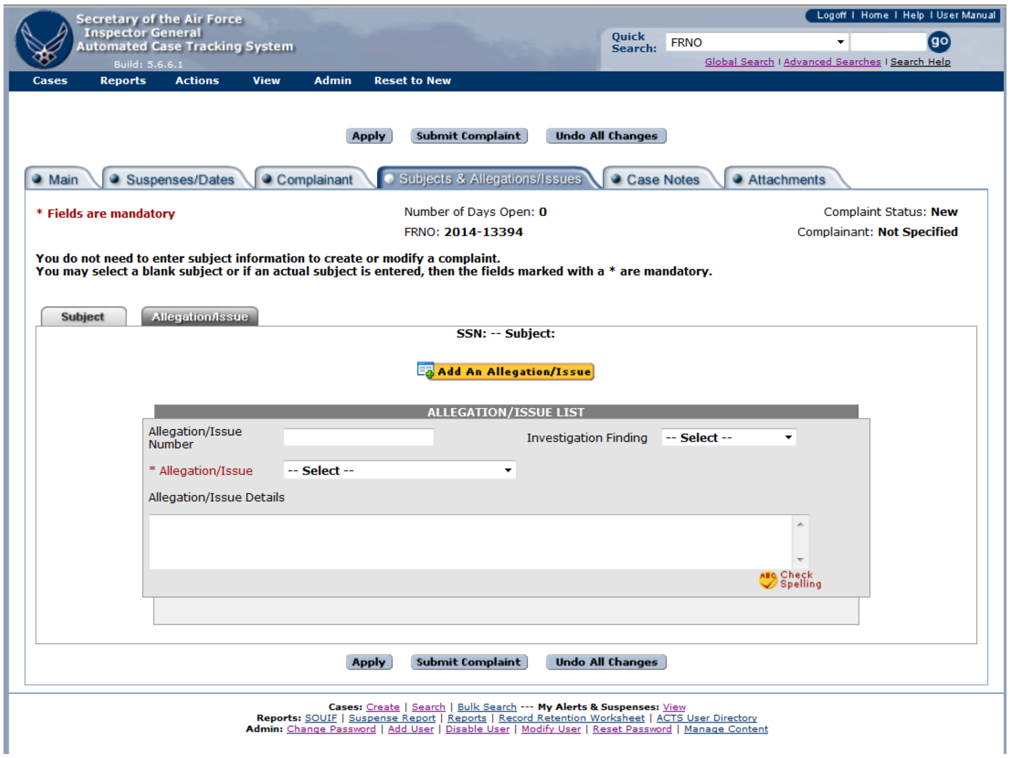


Figure 5-11. Allegation/Issue List.

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 Allegation/Issue	• Opens the Allegations List data entry screen (figure 5-12), allowing users to enter additional subjects. Enter each subject only once, even 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 -tab	• Opens the allegation/issue sub-tab (figure 5-11). Multiple allegations can be assigned to each subject.

	• Allegation/Issue number – The number of the allegation corresponding to the allegation number in the ROI.
	• Allegation/Issue (dropdown menu). MANDATORY if a subject is entered. Select the appropriate allegation from the dropdown menu. • 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
	• Investigation Finding. (dropdown menu) Not editable until an investigation is completed. Options include “N/A”, “Substantiated”, or “Not substantiated”
	• Final Finding (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. Provide allegation details (i.e. framed allegation). Allegation details field is required if an allegation of “Other” is selected.
Return to Subject List  	• Return to Subject. This button will take you back to the Subject List 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.

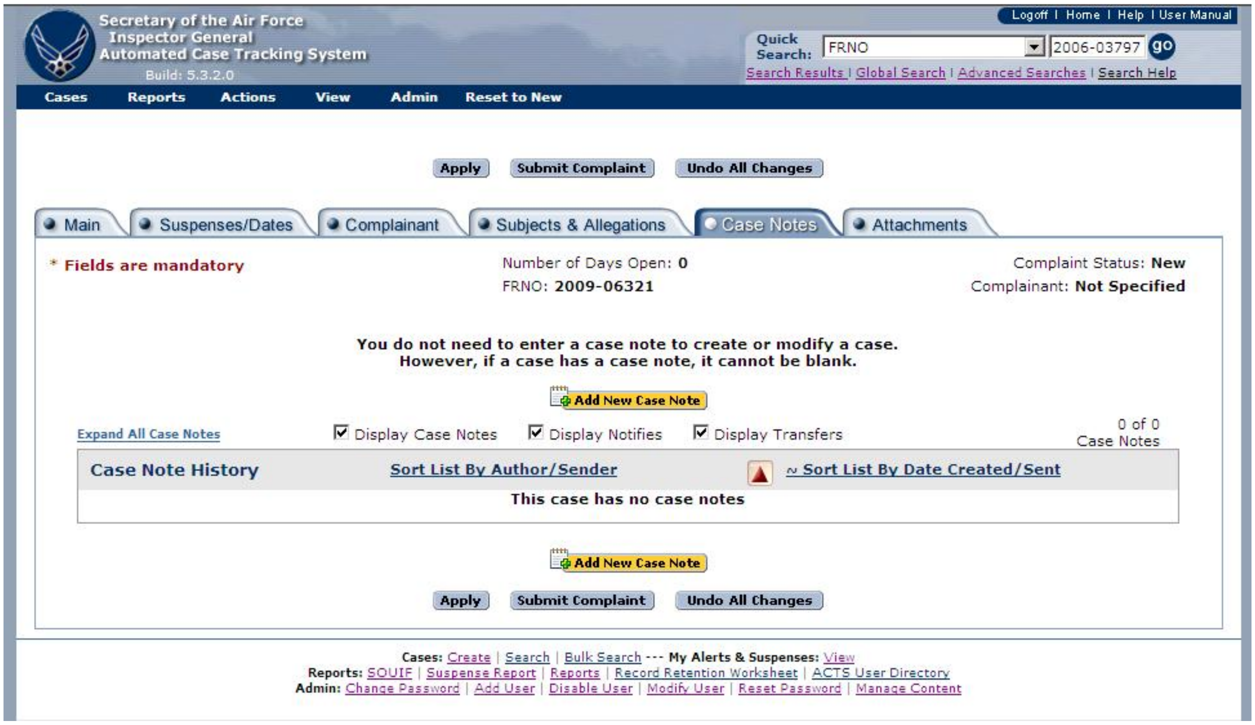


Figure 5-12. "Case Notes" Tab.

Entering Case Notes.

Button	Action
Case Notes	• Text box to capture notes pertaining to case actions. ACTS automatically 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 Case Note Add New Case Note	• Add New Case Note – Click this button to add a new case note. A text box will open to add a case note. See figure 5-13
	• 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 case notes Expand All Case Notes	• Expand All Case Notes – All case notes will be "collapsed" initially and only show the first 85 characters. Clicking the "expand all case notes" button will expand the text boxes so the entire case note can be viewed.

Filter Buttons ☑ 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	• The list of case notes/notifies/transfers can be sorted by author/sender, Sort List By Author/Sender , or by date created/sent, Sort List By Date Created/Sent .
	• ***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.***

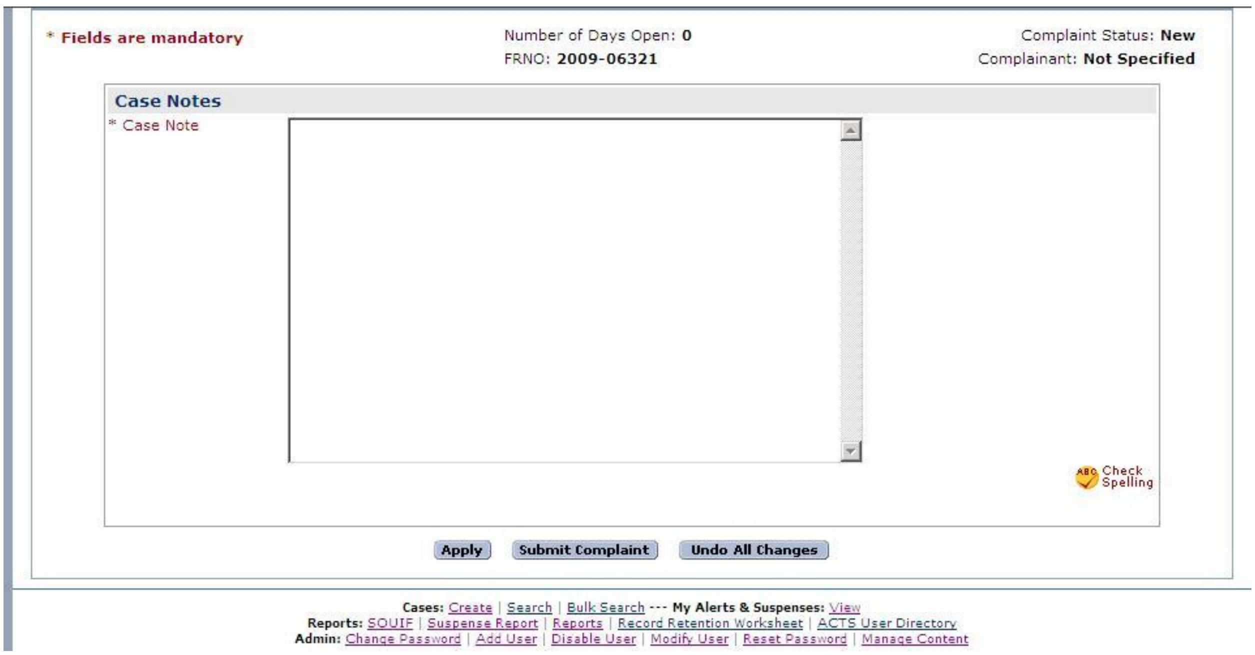


Figure 5-13 Case note entry screen

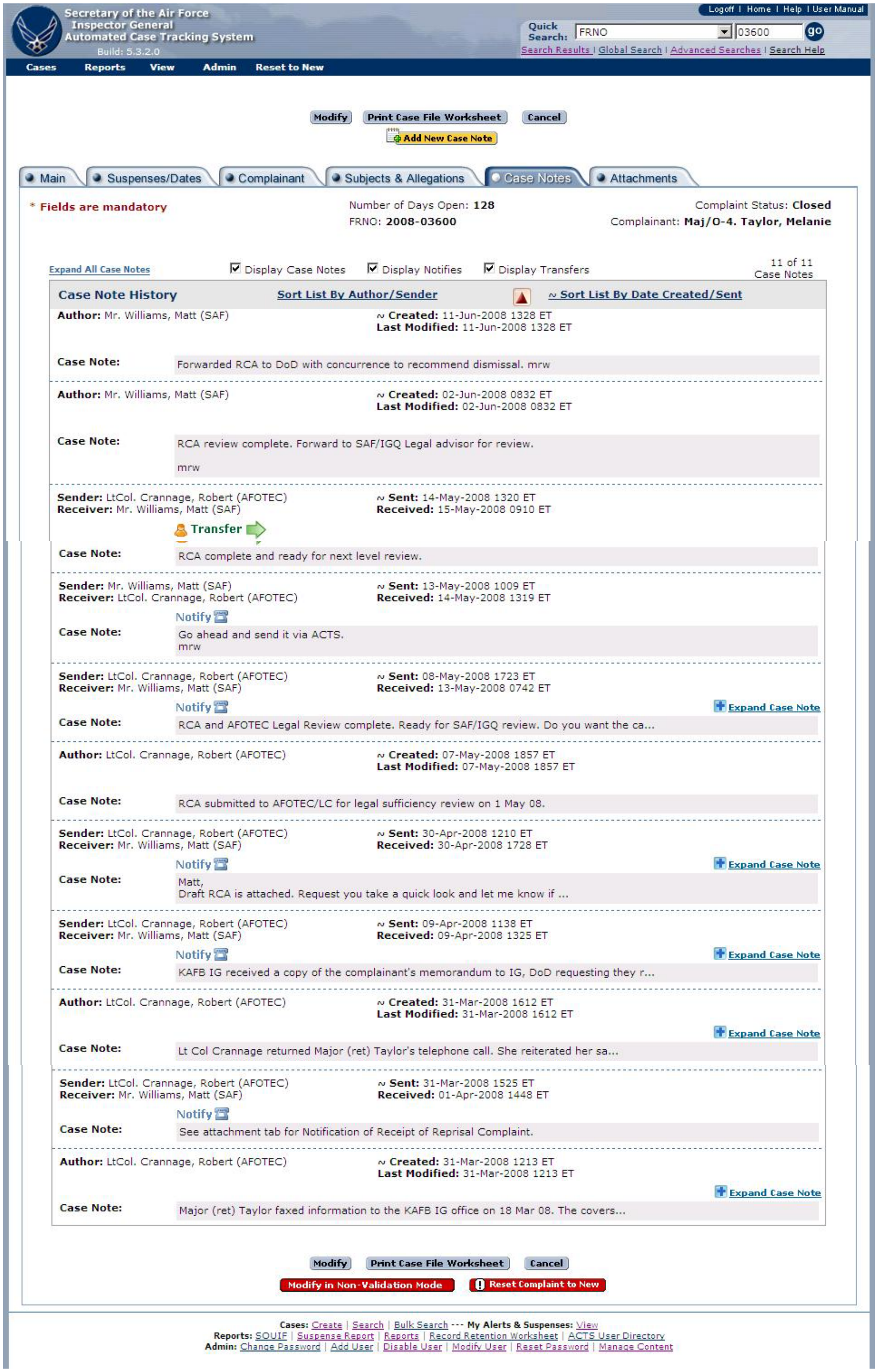


Figure 5-14. Case Notes History.

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).

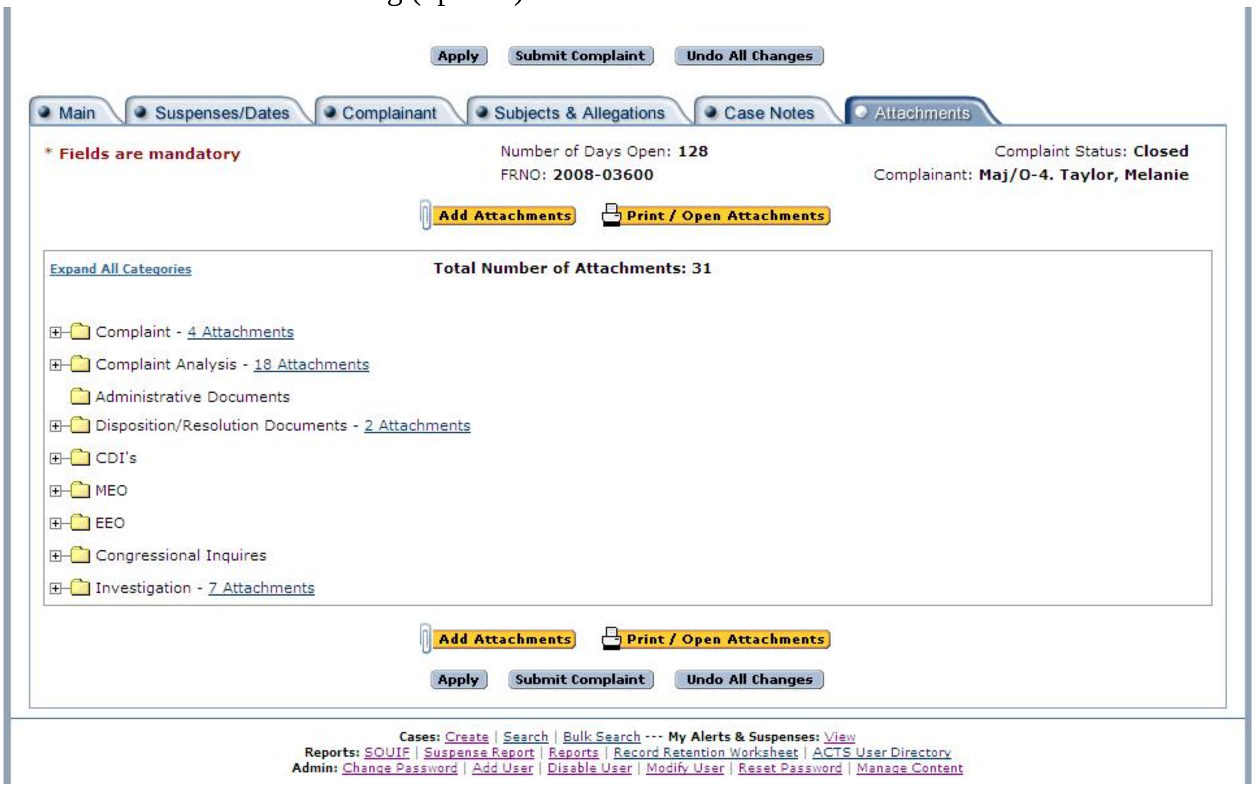


Figure 5-15. Attachments Tab.

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 Documents	• Any administrative document (progress reports, interim responses, etc) 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.  " (figure 5-15).
Step 2	• The user will load the following information (figure 5-18): • **Category** Select one of the nine main folders or sub folders • **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. • **Description** A description of the data that is included in the file. • **Complainant Provided** Select this block if the file was provided by the complainant • **Document Visible only to SAF/IGQ** Select this block if the document being loaded is sensitive. With this block checked only personnel assigned to SAF/IGQ will be able to see that there is a file loaded and be able to open it for viewing. • **Browse** Selecting browse will open the user's computer file directory.
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.

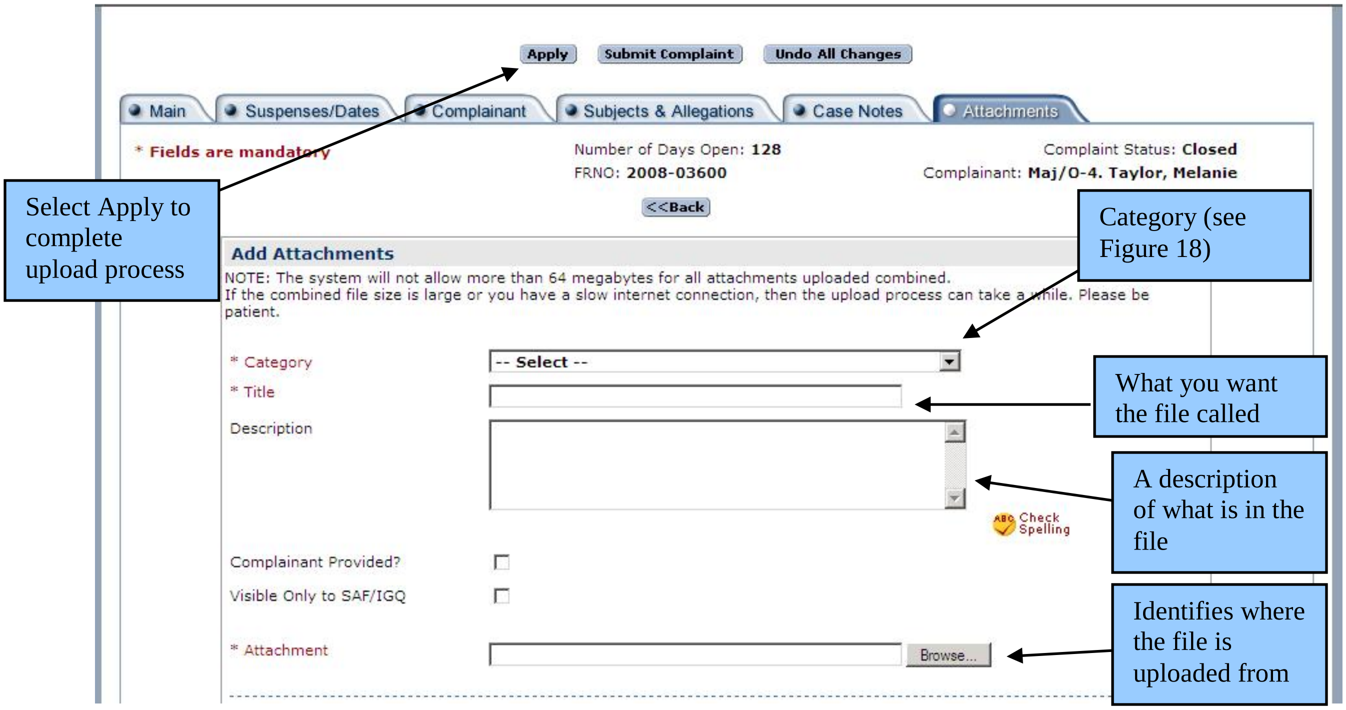


Figure 5-16. Attachments Tab File Uploading Screen.

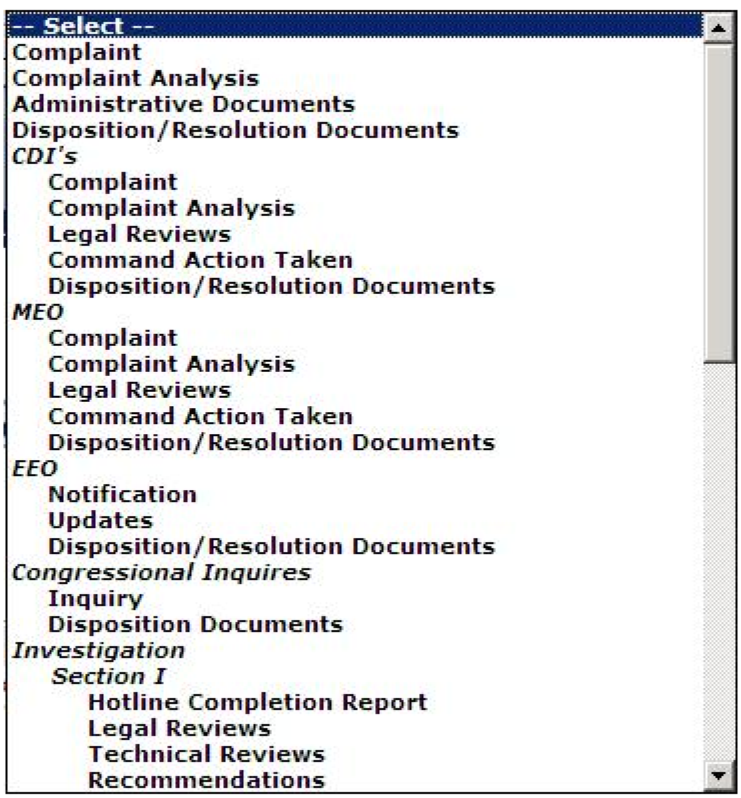


Figure 5-17. Attachments Tab Categories drop down menu.

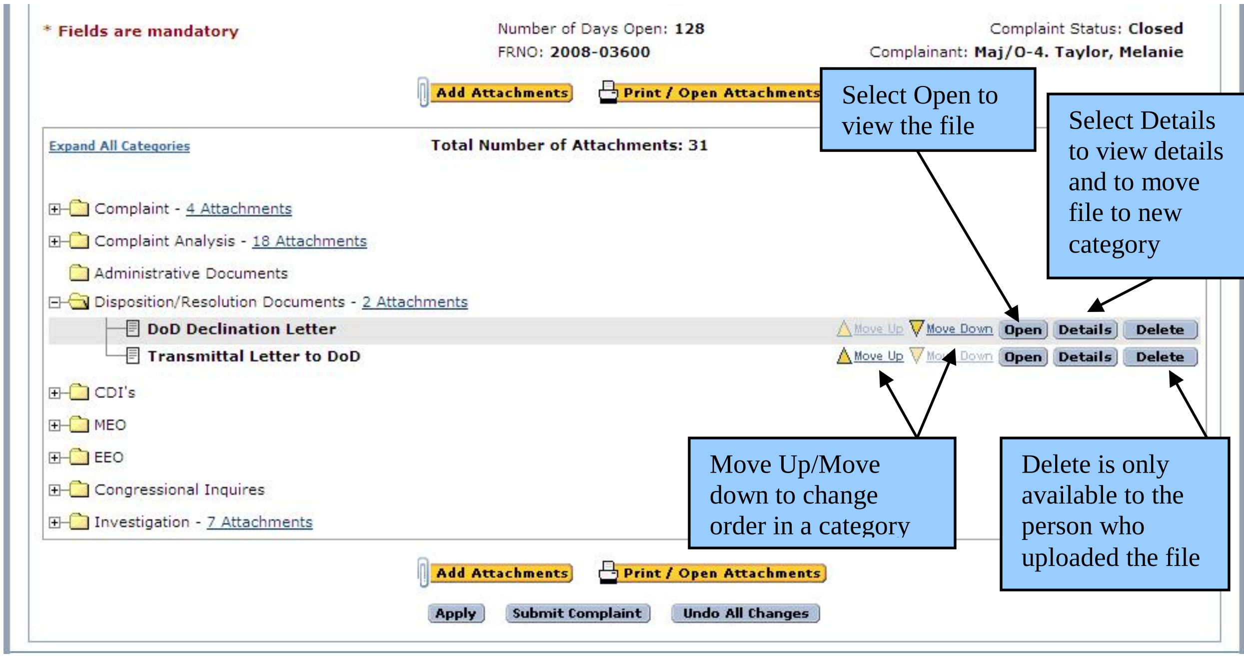


Figure 5-18. Attachments Tab after File is Uploaded.

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.
Move Up Move Down Move Up Move Down	• To reorder the attachments, click the “move up” or “move down” buttons.
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.

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

Exiting the Case Tabs

Button	Action
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 originator until submitted. Data is not searchable or validated until submitted • An alert will be generated for the case indicating Edit Session in Progress until the case is submitted ***TIP: Changing from one tab to another applies changes.***
Submit Case	• 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. • The user is notified that the validation is successful (figure 5-20) or unsuccessful (figure 5-21) – 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. – 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 releases your lock on the case. Removes all data from the screen and removes the data from the system. ***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***

Figure 5-20. Validation Status—Successful.

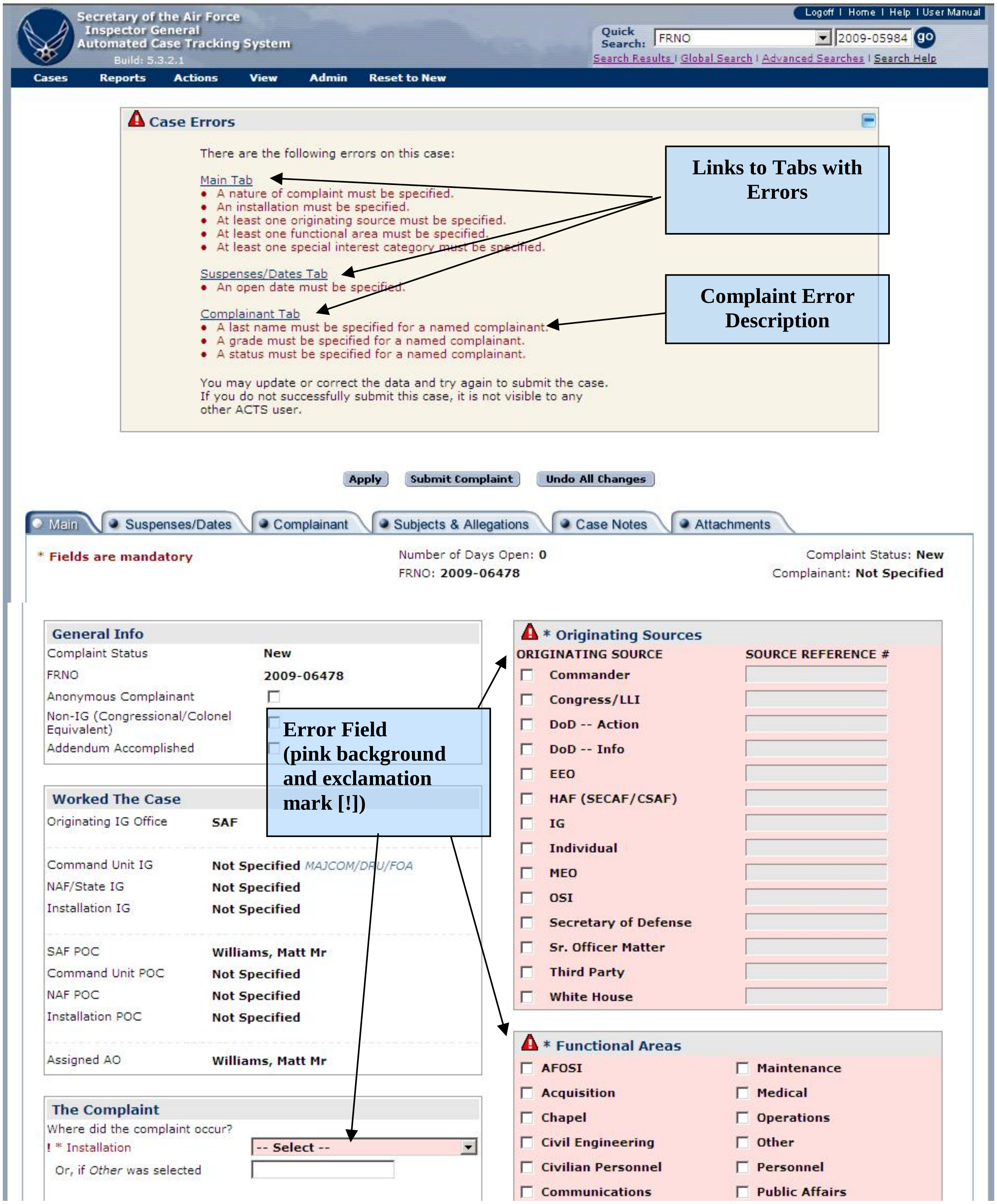


Figure 5-21. Validation Status—Unsuccessful.

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)

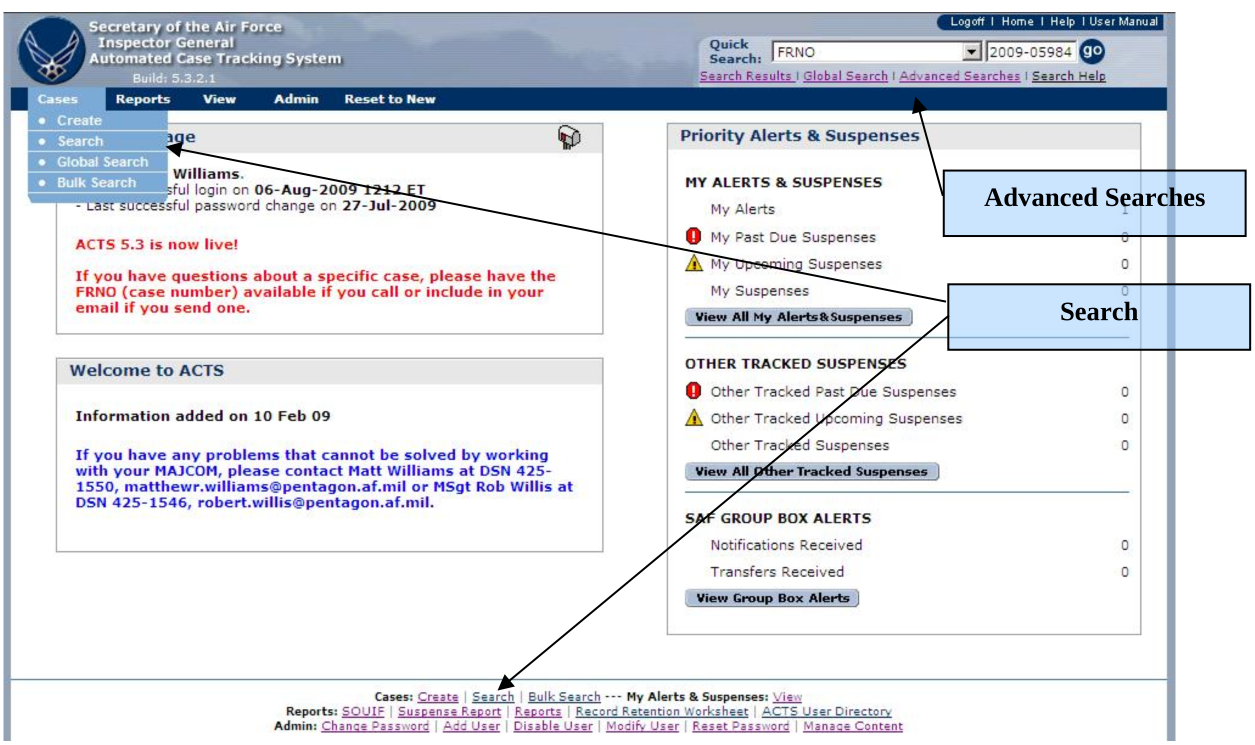


Figure 6-1. Search.

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.

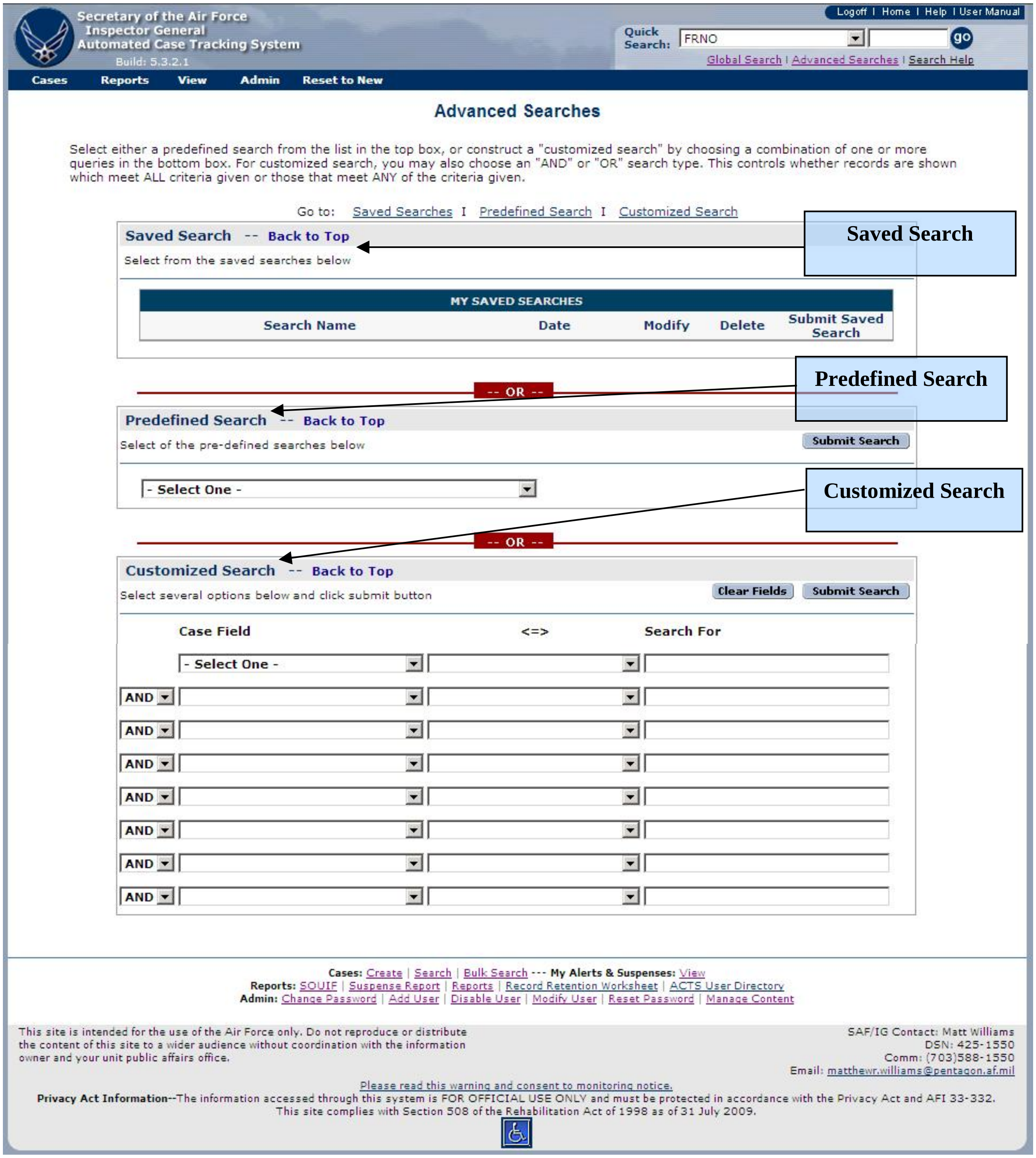
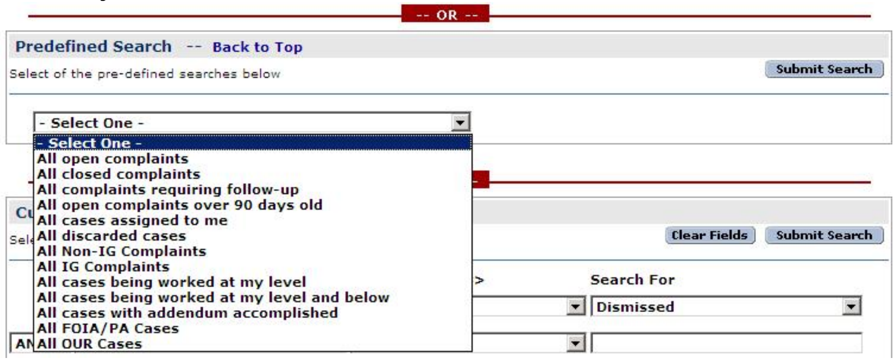


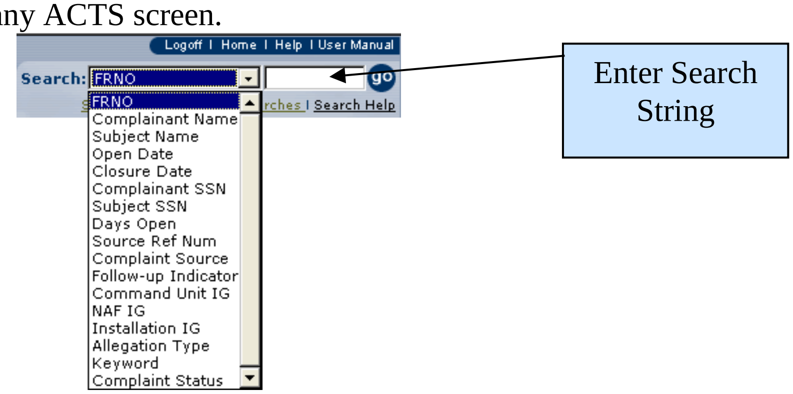
Figure 6-2. Advanced Searches Screen.

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).

Button	Action
Predefined Search	• Select the desired criteria in the "Predefined Search" dropdown menu in the body of the "Advanced Searches" screen.  • Click on the "Submit Predefined Search" button • The "Search Results" screen opens (figure 6-3) • To exit the "Other Searches" screen and return to the home page, click on "Home" in the upper right-hand corner of the screen. ***TIP: Discarded cases will not be included in search results unless "All discarded cases" is the search option selected***

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

Button	Action
Quick Search	• Select the desired criteria in the "Search" dropdown menu in the header of any ACTS screen.  • Enter a search string. Default term is "contains" (e.g., select "FRNO" and type the search string "2007." The search result will be all cases with an FRNO containing "2007") • Click on the "Go" button • The "Search Results" screen opens (figure 6-3)

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	• Select the desired "Operator" from the dropdown menu in the body of the "Other Searches" screen. Options include • > The query results will be ***greater than*** the value specified • < The query results will be ***less than*** the value specified (only used for date fields) • = The query results will ***exactly match*** the value specified • **not equal** The query results ***do not match*** the value exactly • **contains** The query results contain the value specified ***in whole or in part*** • **is empty** The field is ***blank***
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 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) • Click on "Modify Search" to change the criteria in step four above to submit a new search. • To exit the "Other Searches" screen and return to the home page, click on "Home" in the upper right-hand corner of the screen.

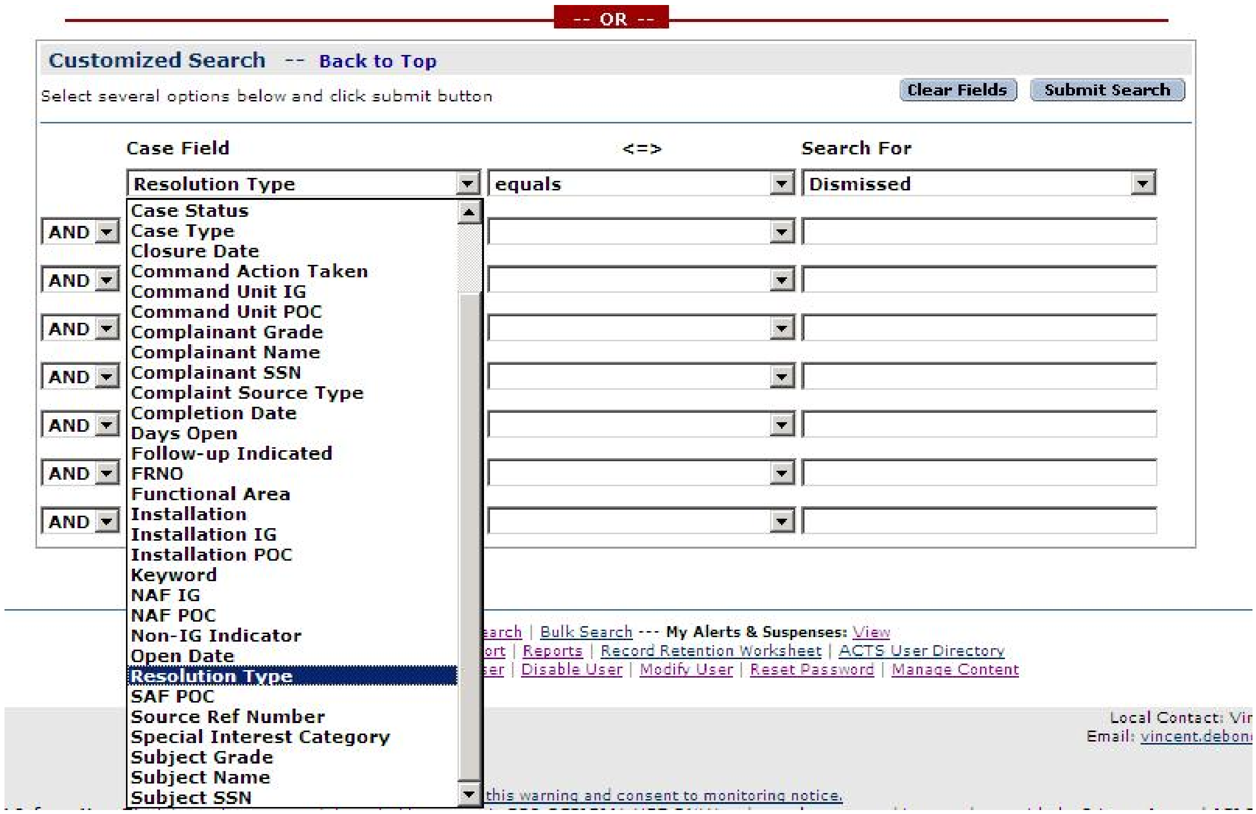


Figure 6-3. Customized Searches Screen.

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	• Click on "Save this Search" to save the search for reuse.
	  • Put a title in the "Search Results Name" text box
	  • Click on "Save"
	• Click on the "Submit Saved Search" button by your saved search on the "Advanced Searches" page
	
	•
	• Click the "Modify" button 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.

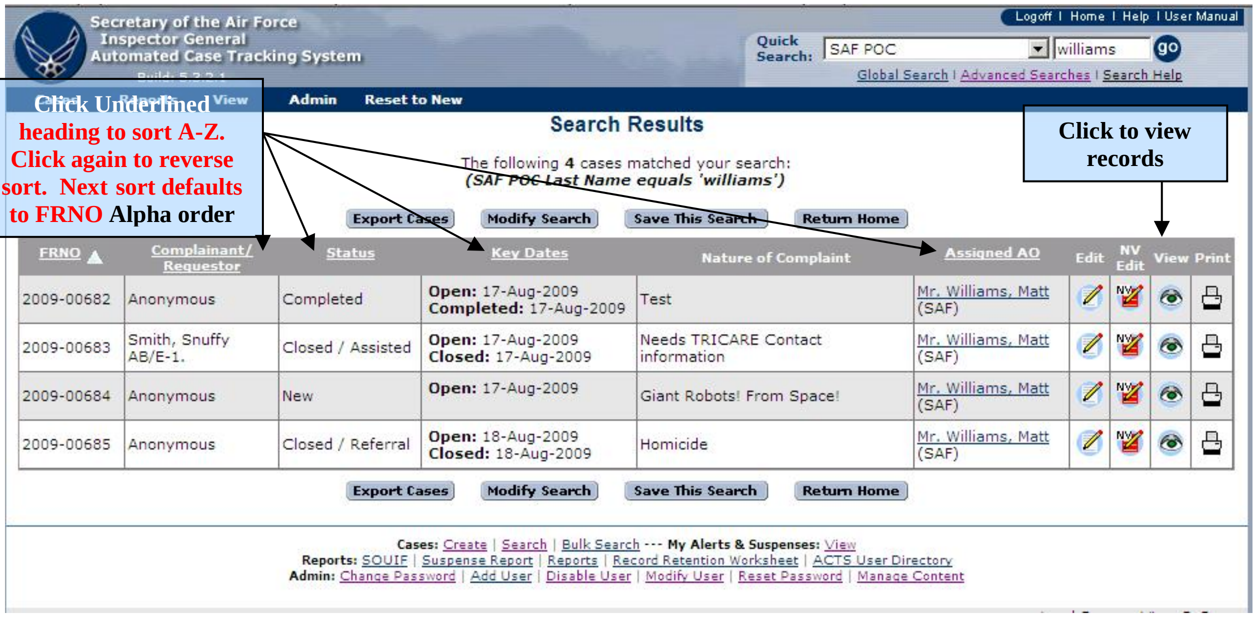
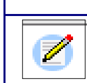
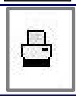


Figure 6-4. Search Results Screen.

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/ Requestor	• Complainant's or Requestor's grade/rank, last name and first initial
Subject (if searched on)	• Subject's grade/rank, last name and first name(s) *if* Subject Name was 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	• Action officer currently assigned to the case ***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***
	• To edit the data in the selected record
	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-

	validation mode. Use this feature cautiously, as it may result in invalid data entry
	• To view (read-only) the case data tabs for the selected record
	• 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 Worksheet	• Click on the "Print Case File Worksheet" button to open and print the worksheet. Once the Case File Worksheet is opened, you may return to the previous screen by clicking on the "Close Window" 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-Validation Mode	• Available only to SAF and CU administrators to edit/modify case data without applying the typical validation rules. A red warning 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 ***TIP: Changing from one screen to another applies changes.***
Submit Complaint	• Records changes, validates data, and submits data to the ACTS system. • The user is notified that the validation is successful (figure 5-14) or unsuccessful (figure 5-15) – If successful, the user may return to the home page by 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 unsuccessful, 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 edit	• Reopens the previous edit session. The edit session remains open until the case data is submitted
Cancel previous edit	• Removes all changes that were made after the case was opened for 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.

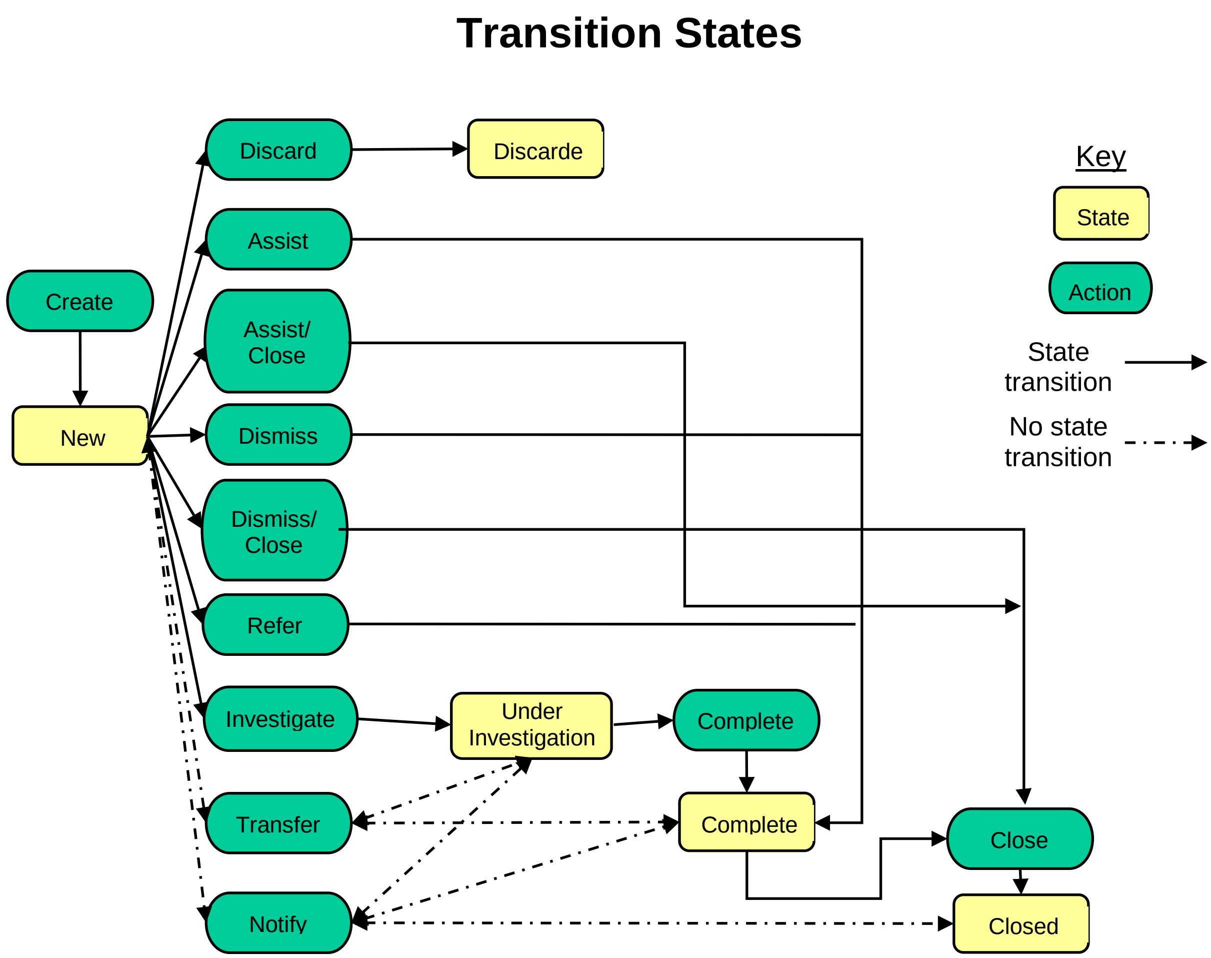


Figure 7-1. Transition States.

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	• Click on the "Submit Complaint" button – Successful submission results in a successful validation screen opening (Figure 5-20) and case status changes to Under Investigation – Unsuccessful submission will identify any errors that must be corrected (Figure 5-21) – Refer to the online help menu or Chapter 5 for additional information about successful and unsuccessful validations

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   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-Oct-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 – Successful submission results in a successful validation screen opening (figure 5-21) and case status changes to Completed – Unsuccessful 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***

Figure 7-4. Selecting Complete From Menu Bar.

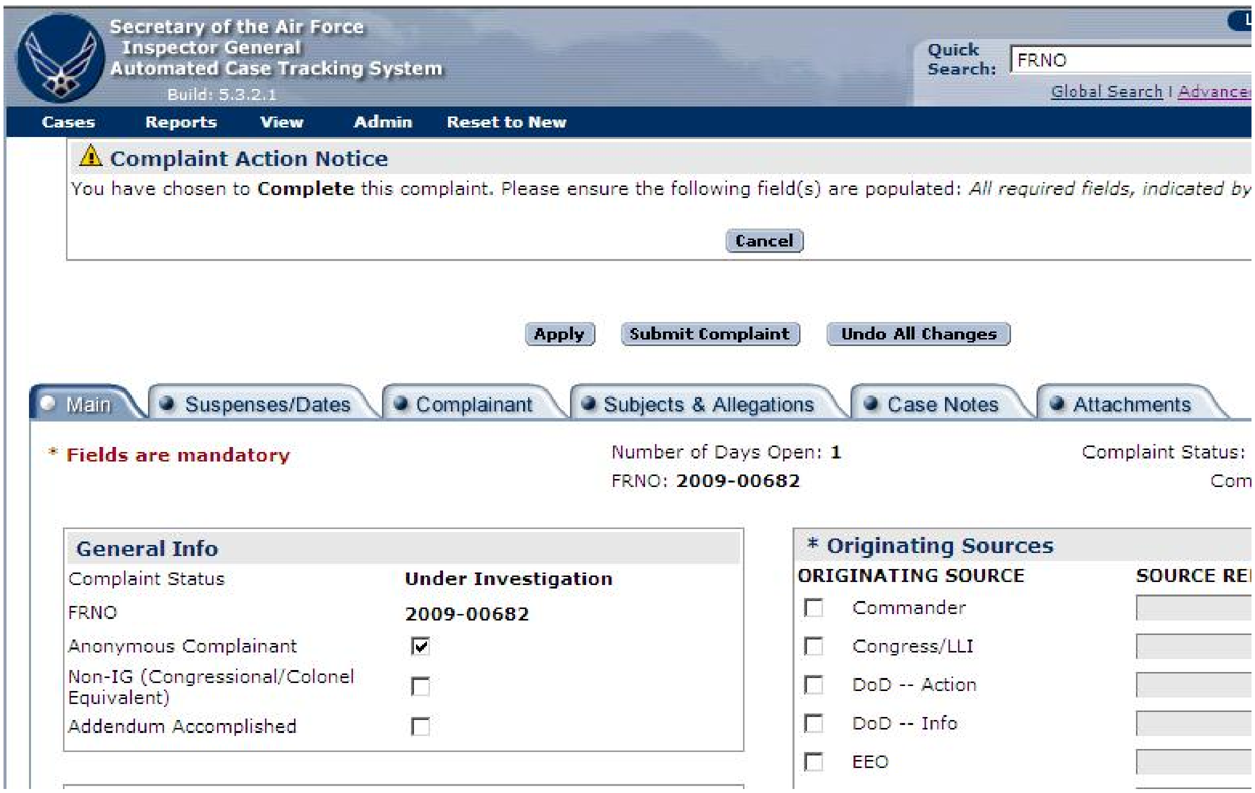


Figure 7-5. Case Action Notice for Complete Investigation.

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	• Click on the "Submit Complaint" button • Successful submission results in a successful validation screen opening (figure 7-7). Case status changes to Closed. • 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). Unsuccessful 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
Step 5	• Print Case File Worksheet (if needed)

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

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

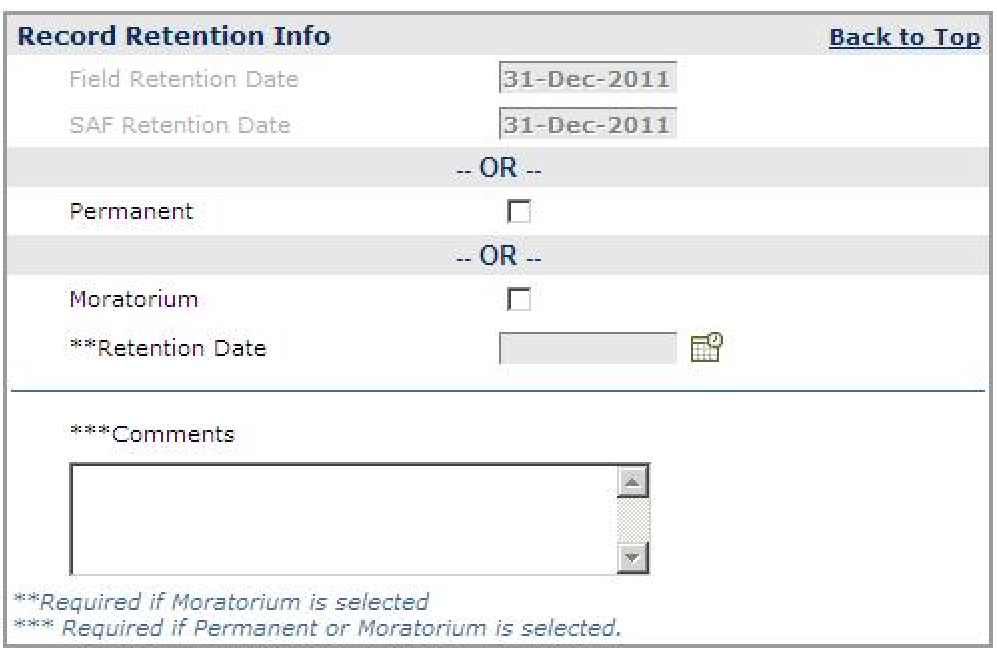


Figure 7-8. Record Disposition Information for Closed Case.

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	• The Transfer Information screen opens (figure 7-9), to initiate the transfer. Mandatory information is designated by an asterisk (*) - Receiving Office Type. 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 - Receiving Office. 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 - Receiving Action Officer. Dropdown list varies with receiving office selected - Transfer Note. Explains the reason for transferring the case
Step 4	• Click on the "Submit Complaint" button • Successful 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 • Unsuccessful 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 ***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***
Cancel Transfer Action	• If a transfer action is begun prematurely, a user may exit the transfer information screen by clicking on the "Back to Main Tab" button on the left-hand side of the screen. To remove the transfer action, click on the ***"Remove"*** button in the transfer history (Main Tab) or "Case Notes" tab

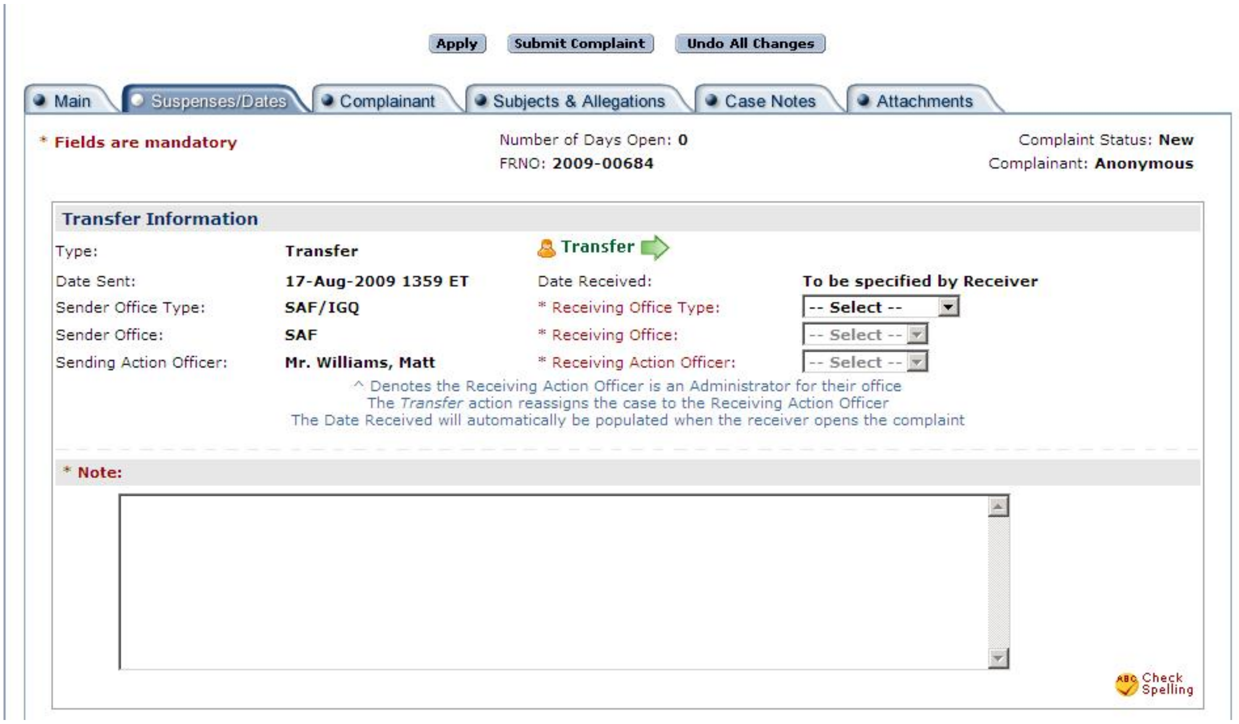


Figure 7-9. Transfer Information Screen.

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

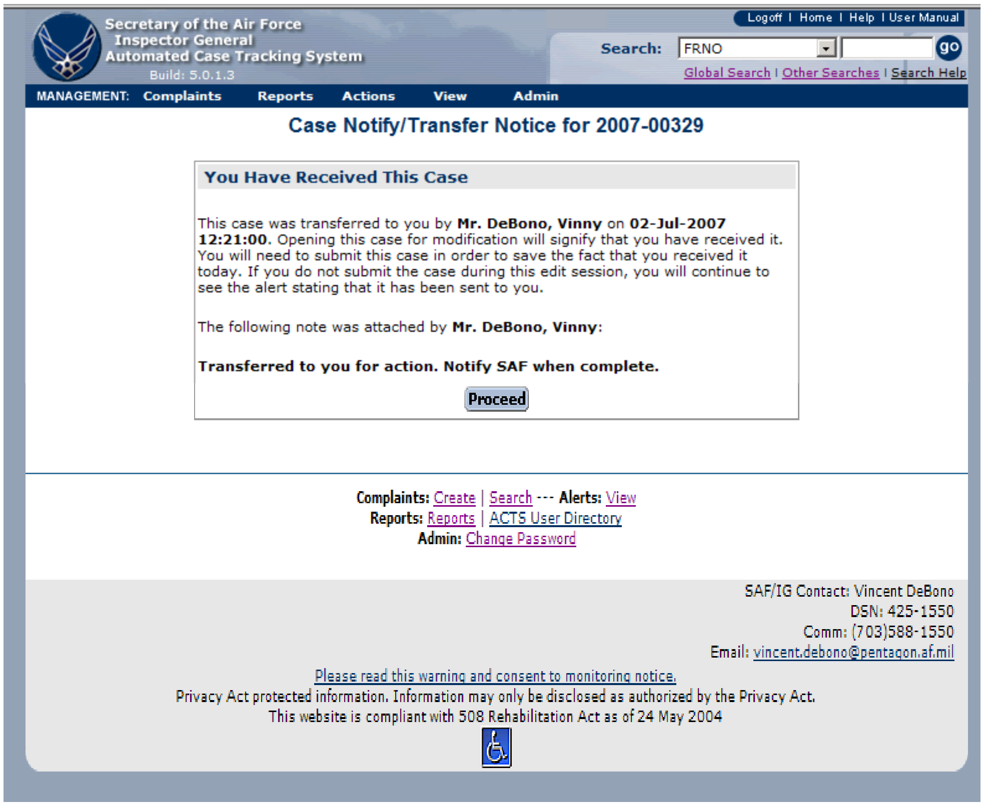


Figure 7-10. Case Notify/Transfer Notice Screen.

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	• The Notify Information screen opens (figure 7-11), to initiate the notification. Mandatory information is designated by an asterisk (*) - Receiving Office Type. 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 - Receiving Office. 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 - Receiving Action Officer. Dropdown list varies with receiving office selected - Notify Note. Explains the reason for notification
Step 4	• Submit Complaint • Successful 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 • Unsuccessful 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 ***TIP: If an unsuccessful validation advises a user they neglected to add a Notify note, the user must select "Edit" in the Case Notify/Transfer History (Main Tab), add comments to the Notify Note block; then submit the case***

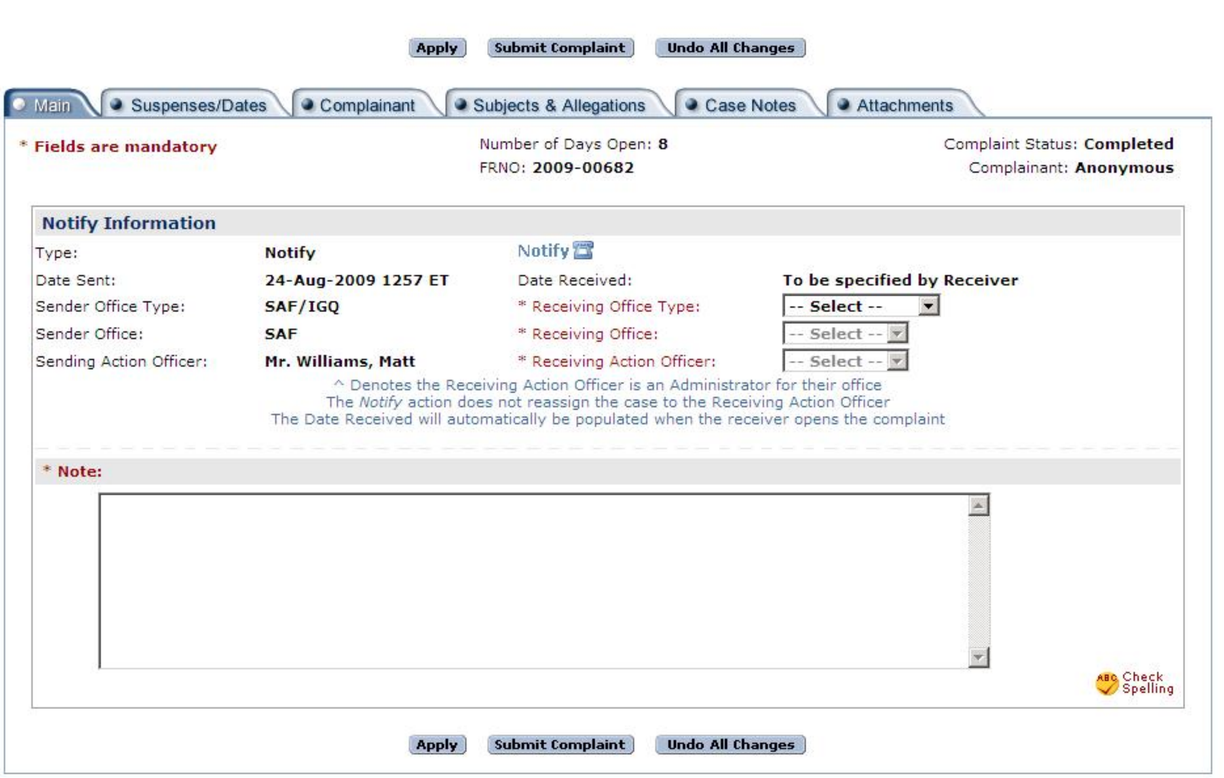


Figure 7-11. Case Notify Information Screen.

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

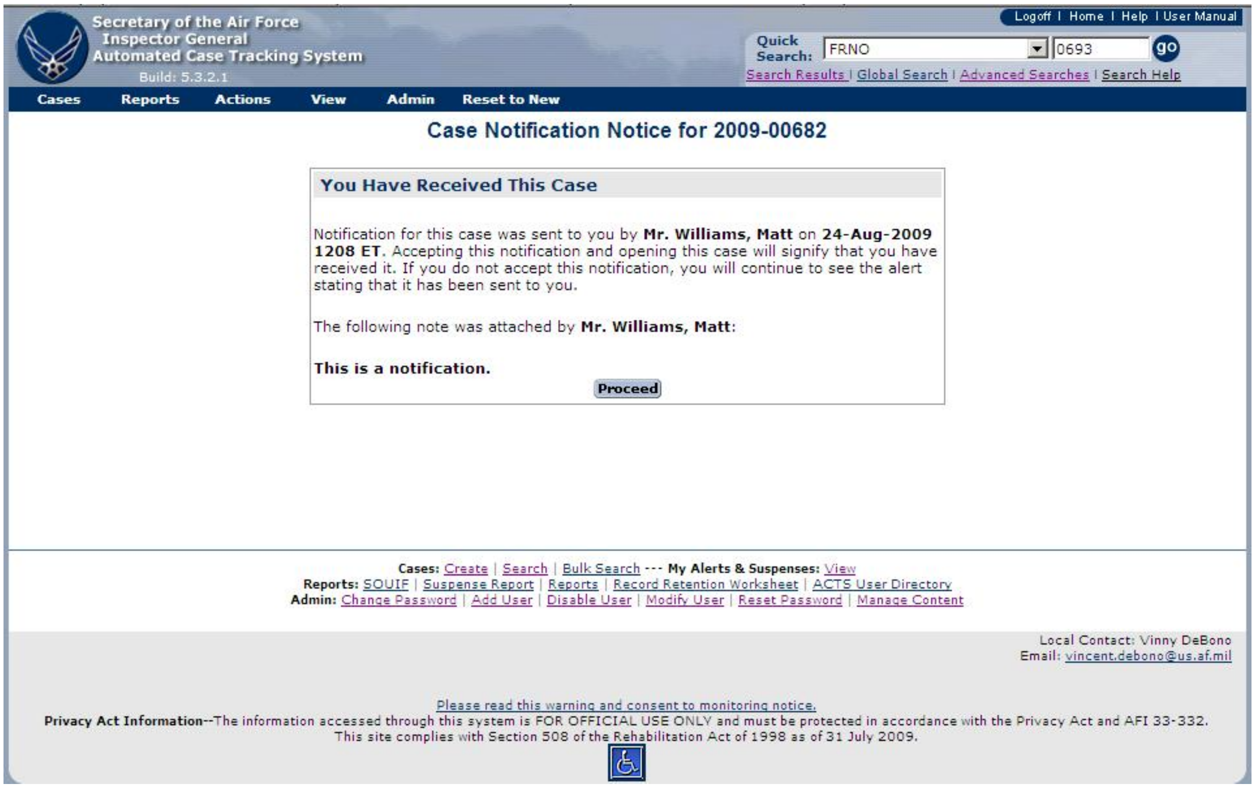


Figure 7-12. Case Notification Notice.

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	• Click on the “Submit Complaint” button • Successful 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 Unsuccessful 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

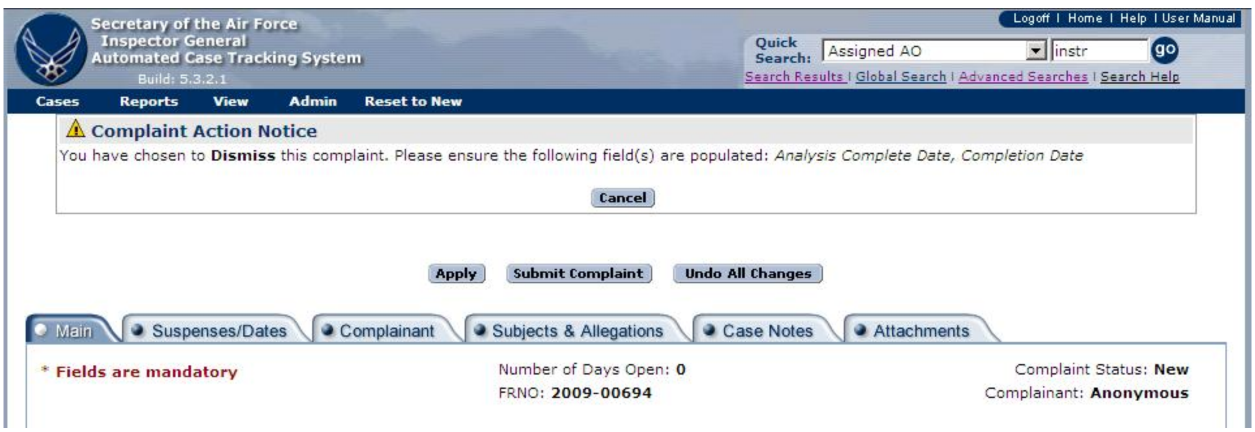


Figure 7-13. Complaint Action Notice for Dismiss.

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 • Successful 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. • Unsuccessful 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

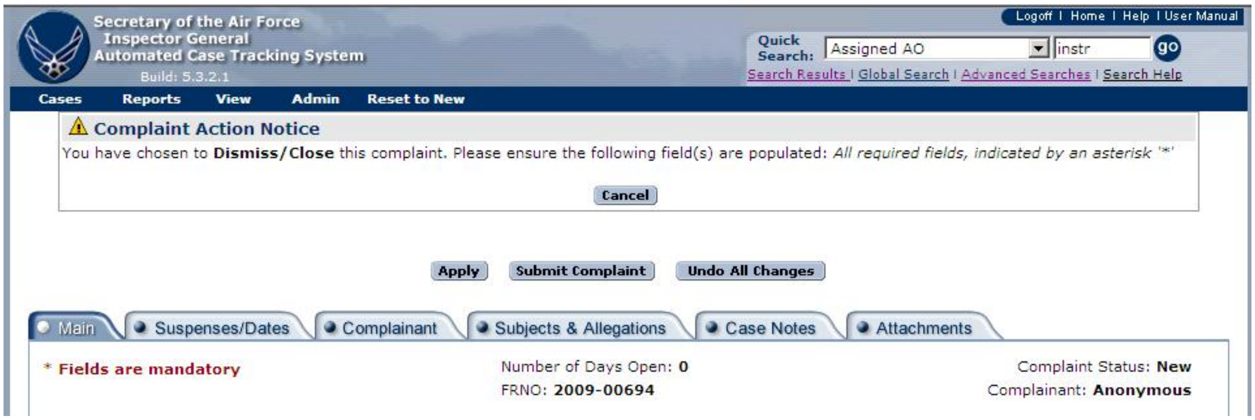


Figure 7-14. Complaint Action Notice for Dismiss/Close.

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	• Click on the “Submit Complaint” button • Successful 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. – Unsuccessful 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

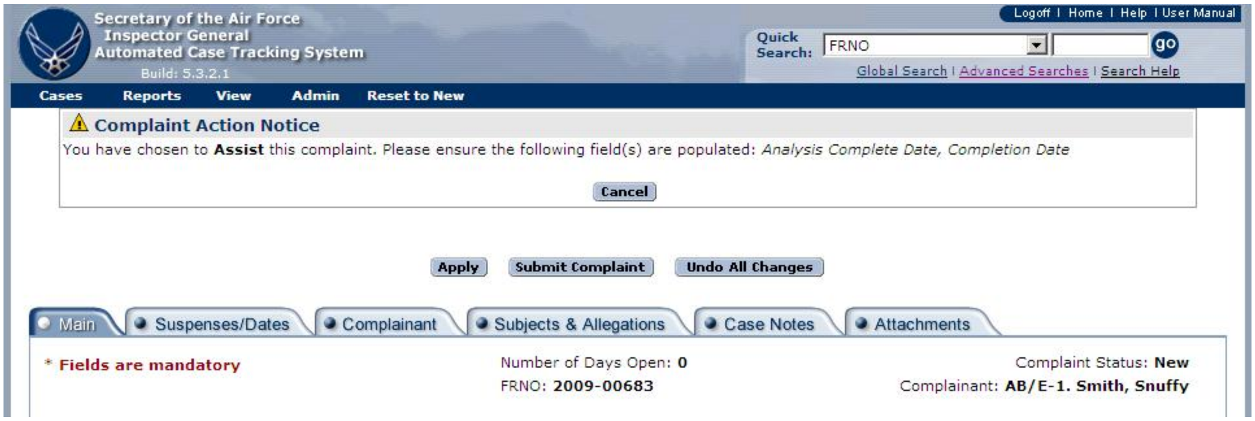


Figure 7-15. Complaint Action Notice for Assist.

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	• Click on the "Submit Complaint" button • Successful 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. – Unsuccessful 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

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	• Click on the “Submit Complaint” button • <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) • Refer to the online help menu or Chapter 5 for additional information about successful and unsuccessful validations

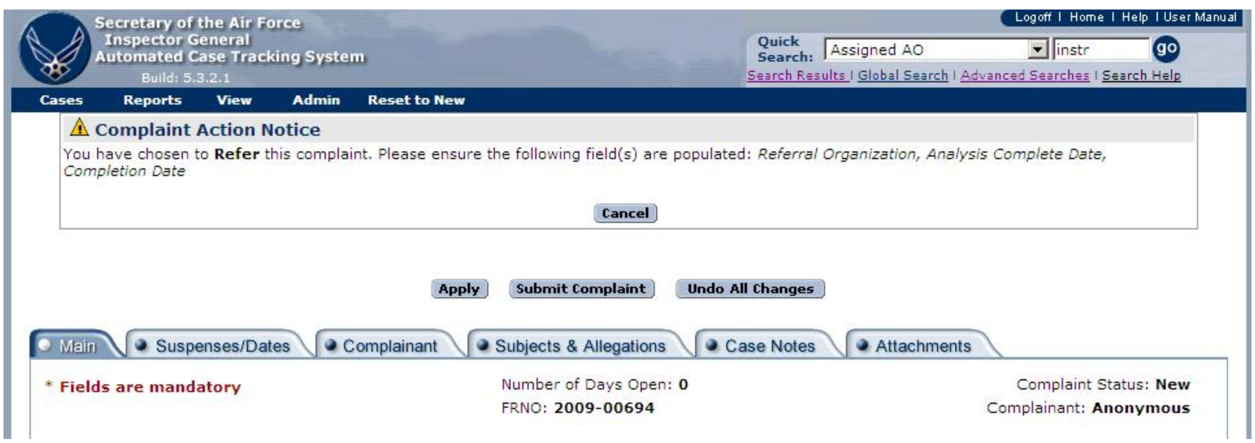


Figure 7-17. Case Action Notice for Refer.

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	• Submit Complaint – Successful submission results in a successful validation screen opening (figure 5-21) and case status change to Discarded – Unsuccessful 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

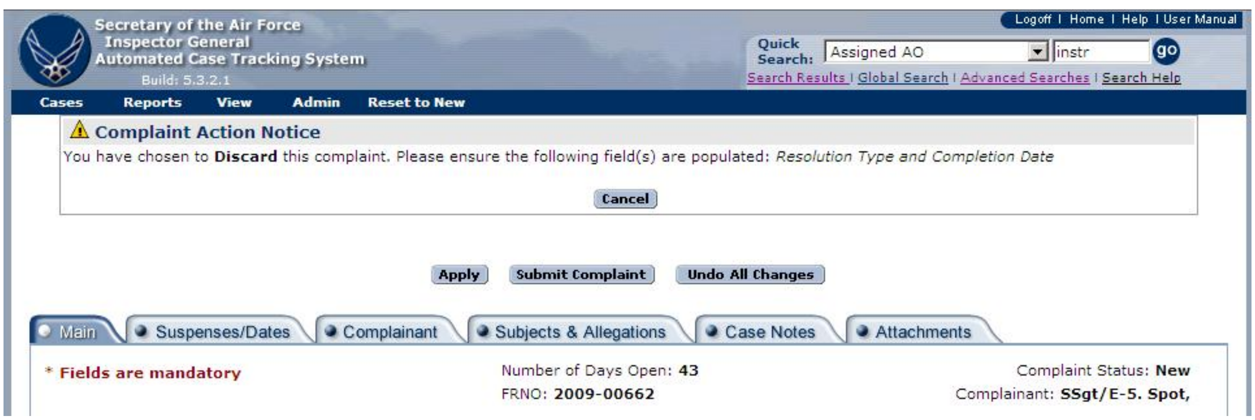


Figure 7-18. Case Action Notice for Discard Action.

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.

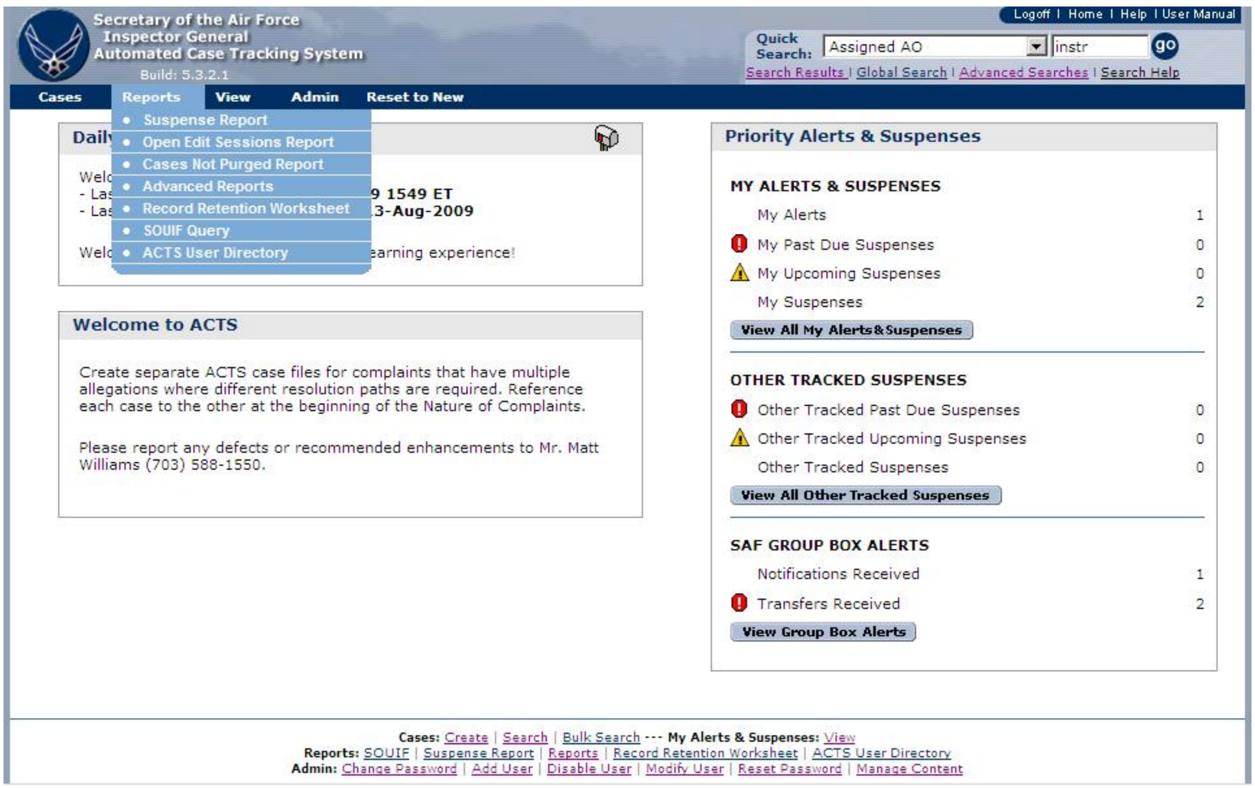


Figure 8-1. Reports.

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"

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. 19Instr, iigtc - SAF**
Complaint Status	**Closed**	DSN	**425-1547**
		POCs	**Not Specified**
Field Retention Date	**31-Dec-2010**		
SAF Retention Date	**31-Dec-2010**		

Complainant Info

Complainant: **Anonymous**

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 Code	**Not Specified**
Country	**Not Specified**	Country	**Not Specified**
Email Address	**Not Specified**	Email Address	**Not Specified**
Phone Number(s)	**None Specified**	Phone Number(s)	**None Specified**

Resolution

Resolution Type **Dismissed**

Timeline Suspenses

Suspense Event	Suspense:	Actual:
Open Date		18-Jun-2007
Analysis Complete Date		18-Jun-2007
Tasking Date		Not Specified
Pre-Fact Finding Complete		
Fact Finding Complete		
Report Writing Complete		
IG Quality Review Complete		
Technical Review Complete		
Legal Review Complete		
Completion Date		18-Jun-2007
NAF/State IG Review Complete		20-Mar-2008
MAJCOM Review Complete		20-Mar-2008
SAF/IGQ Review Complete		20-Mar-2008
DoD Review Submission		20-Mar-2008
DoD Review Response		Not Specified
Closure Date		20-Mar-2008

Source Suspense Date

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

Reporting Suspenses

Suspense Event	Suspense:	Actual:

Complaint Source

Source	**Individual**	Reference Number	**Not Specified**

Special Interest Categories

◇Colonel (and Selects)
◇Restriction
◇None

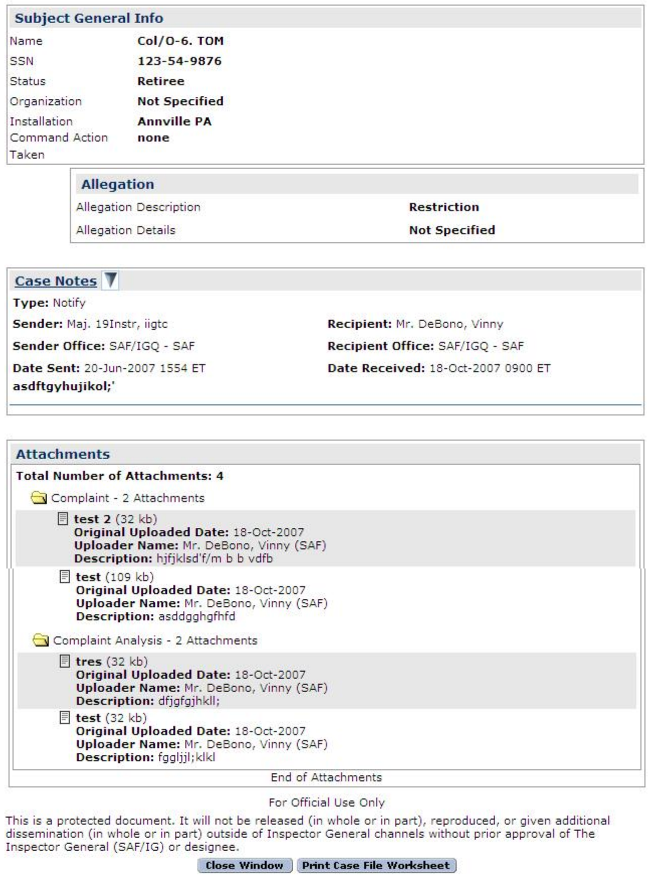
Functional Areas

◇Contracting

Nature of Complaint

Installation **Ali AB Iraq**

STRPIOUYTDSGDFHGJHCX



Subject General Info

Name	**Col/O-6. TOM**
SSN	**123-54-9876**
Status	**Retiree**
Organization	**Not Specified**
Installation	**Annville PA**
Command Action Taken	**none**

Allegation

Allegation Description	**Restriction**
Allegation Details	**Not Specified**

Case Notes

Type: Notify
Sender: Maj. 19Instr, iigtc — **Recipient:** Mr. DeBono, Vinny
Sender Office: SAF/IGQ - SAF — **Recipient Office:** SAF/IGQ - SAF
Date Sent: 20-Jun-2007 1554 ET — **Date Received:** 18-Oct-2007 0900 ET
asdftgyhujikol;'

Attachments

Total Number of Attachments: 4

Complaint - 2 Attachments

test 2 (32 kb)
Original Uploaded Date: 18-Oct-2007
Uploader Name: Mr. DeBono, Vinny (SAF)
Description: hjfjklsd'f/m b b vdfb

test (109 kb)
Original Uploaded Date: 18-Oct-2007
Uploader Name: Mr. DeBono, Vinny (SAF)
Description: asddgghgfhfd

Complaint Analysis - 2 Attachments

tres (32 kb)
Original Uploaded Date: 18-Oct-2007
Uploader Name: Mr. DeBono, Vinny (SAF)
Description: dfjgfgjhkll;

test (32 kb)
Original Uploaded Date: 18-Oct-2007
Uploader Name: Mr. DeBono, Vinny (SAF)
Description: fggljjl;klkl

End of Attachments

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Close Window | Print Case File Worksheet

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

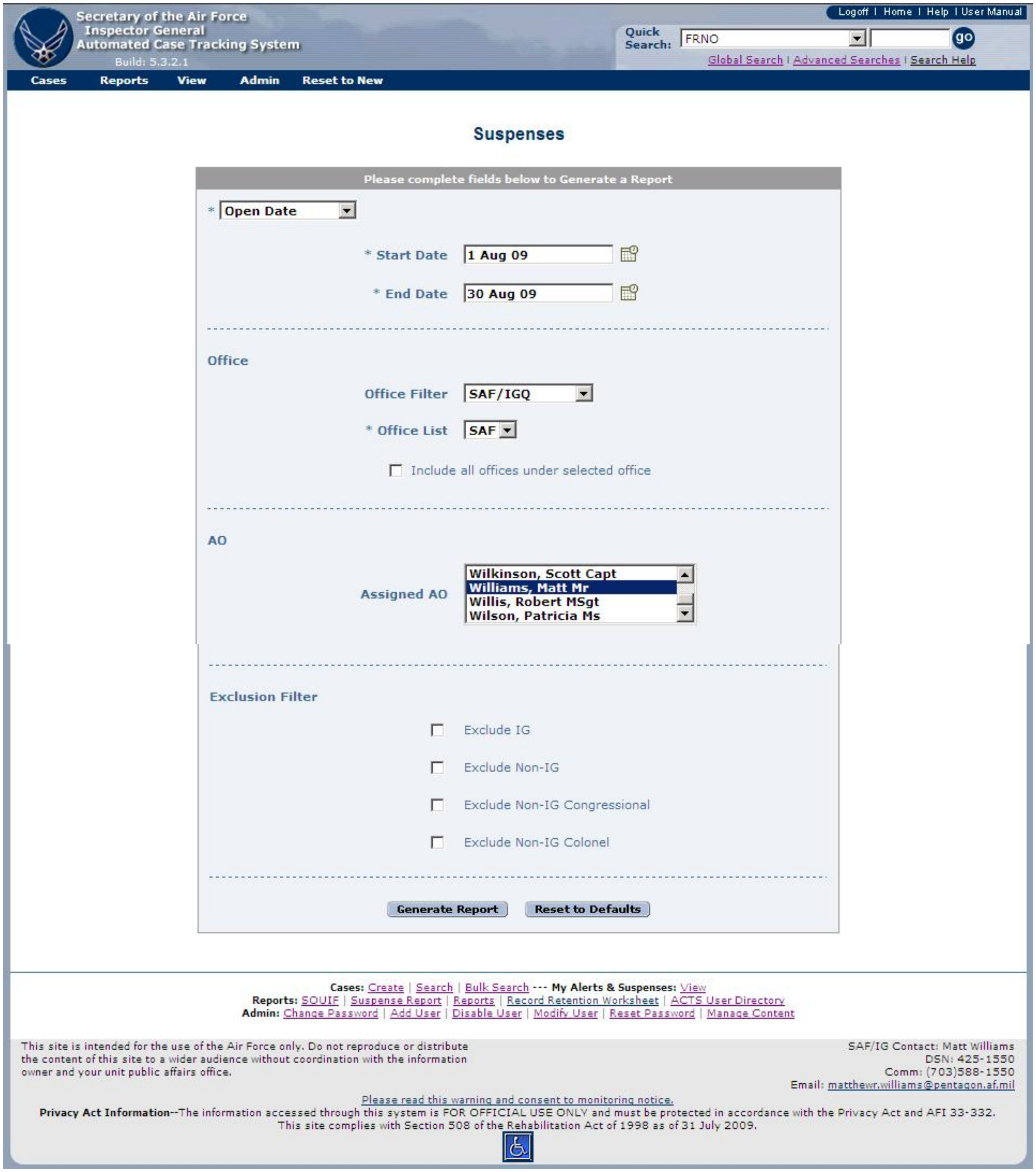


Figure 8-4. Suspense Report Input Screen

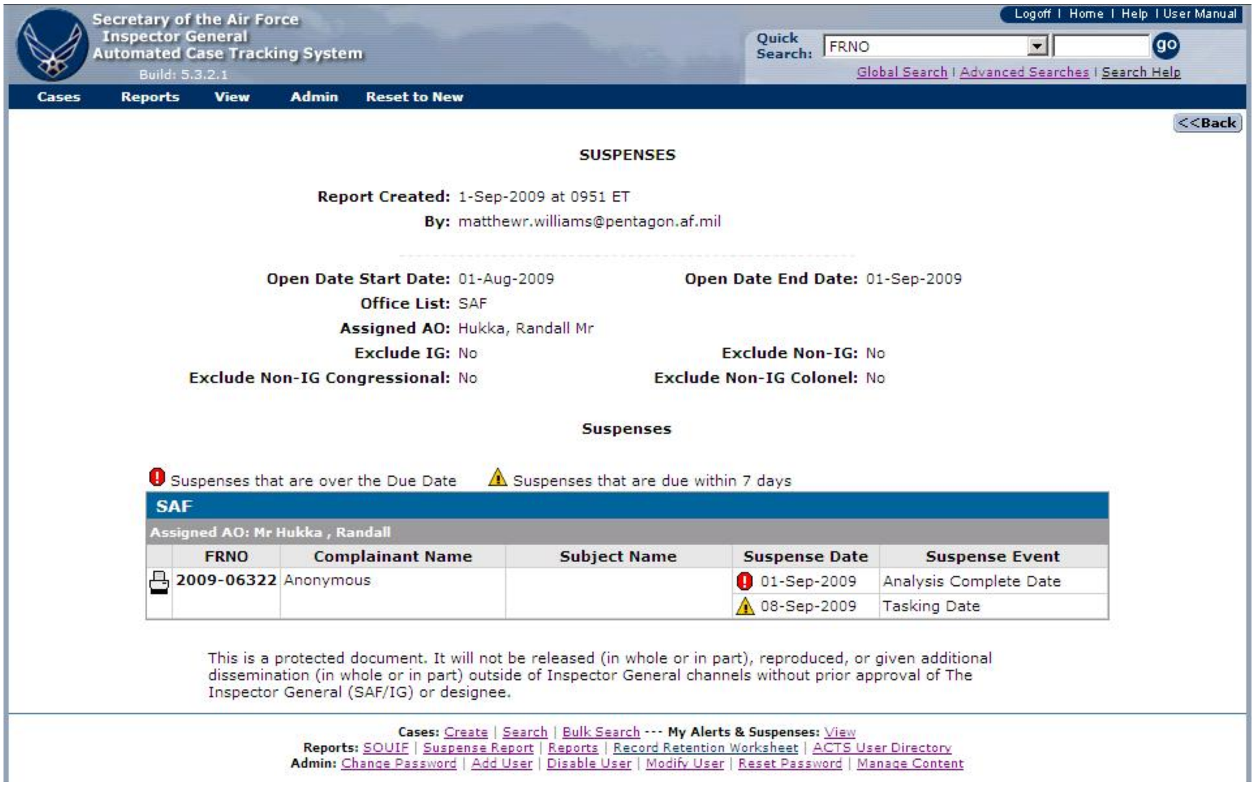


Figure 8-5. Suspense Report Output Screen

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

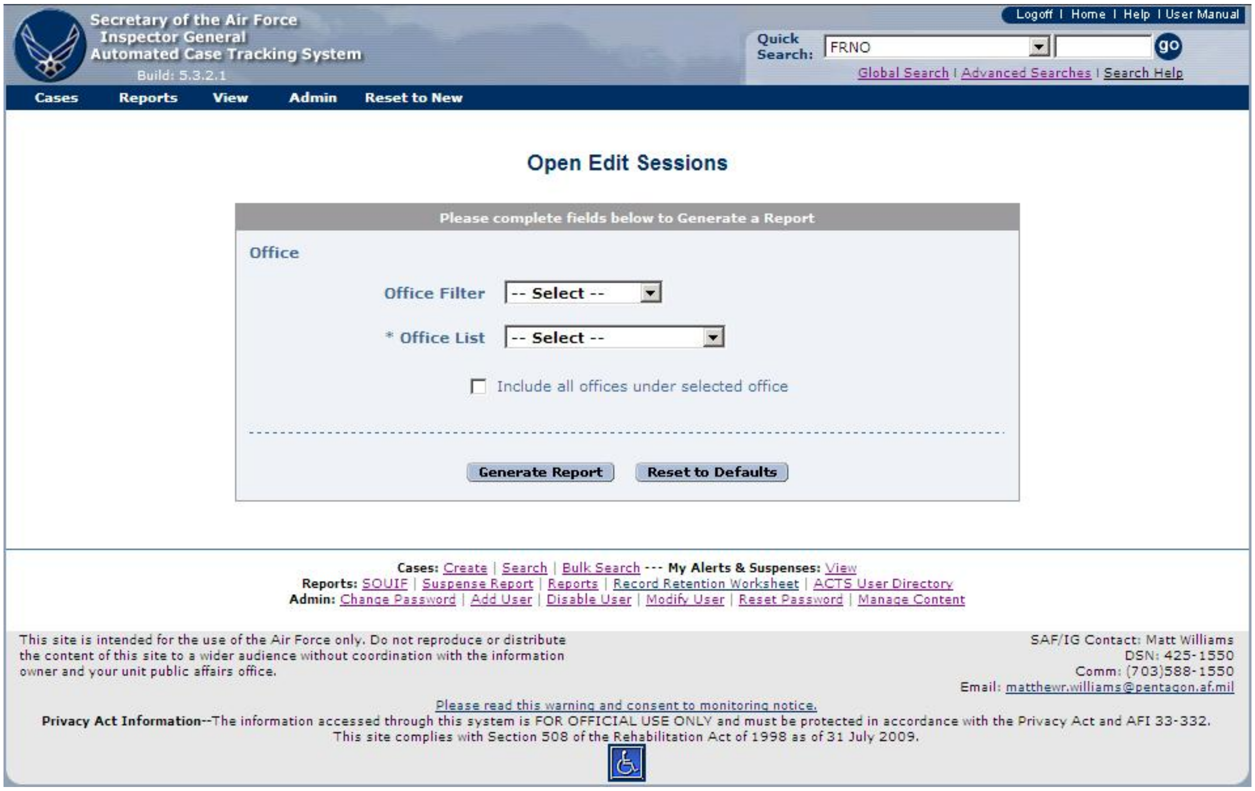
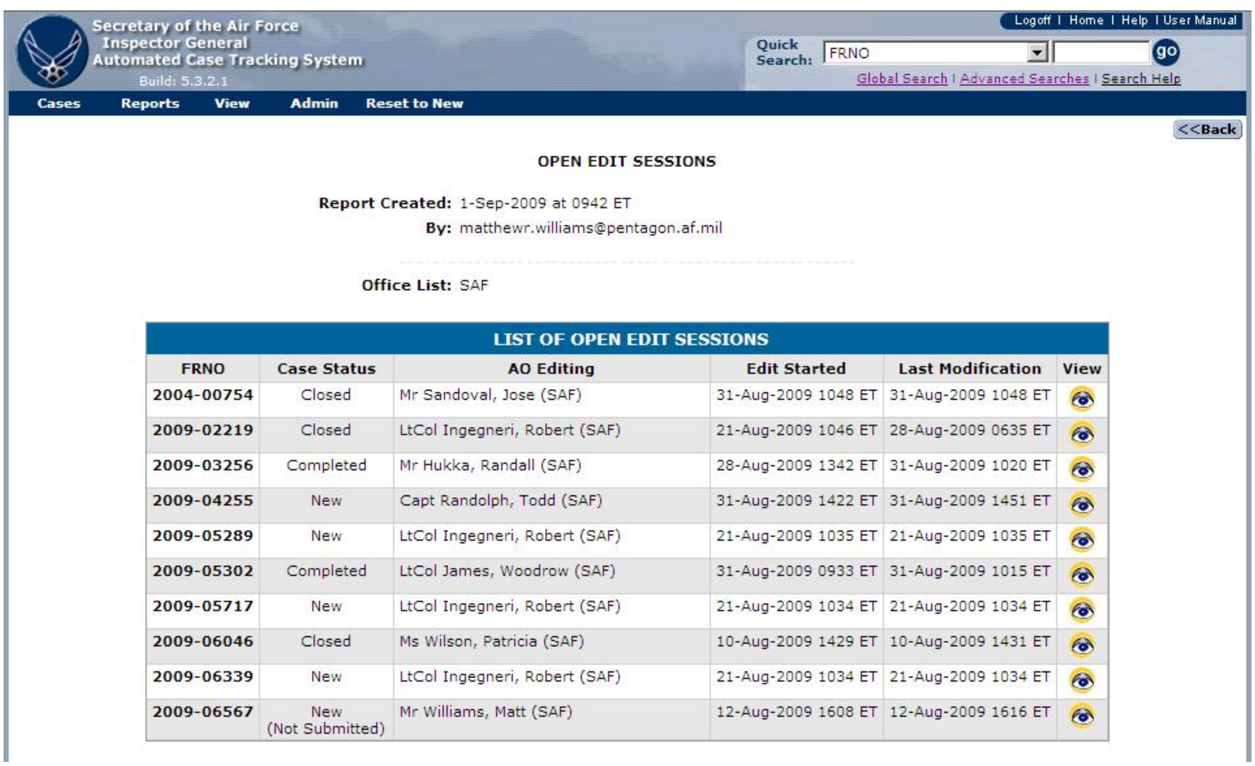


Figure 8-6. Open Edit Sessions Report Input Screen



FRNO	Case Status	AO Editing	Edit Started	Last Modification	View
2004-00754	Closed	Mr Sandoval, Jose (SAF)	31-Aug-2009 1048 ET	31-Aug-2009 1048 ET	
2009-02219	Closed	LtCol Ingegneri, Robert (SAF)	21-Aug-2009 1046 ET	28-Aug-2009 0635 ET	
2009-03256	Completed	Mr Hukka, Randall (SAF)	28-Aug-2009 1342 ET	31-Aug-2009 1020 ET	
2009-04255	New	Capt Randolph, Todd (SAF)	31-Aug-2009 1422 ET	31-Aug-2009 1451 ET	
2009-05289	New	LtCol Ingegneri, Robert (SAF)	21-Aug-2009 1035 ET	21-Aug-2009 1035 ET	
2009-05302	Completed	LtCol James, Woodrow (SAF)	31-Aug-2009 0933 ET	31-Aug-2009 1015 ET	
2009-05717	New	LtCol Ingegneri, Robert (SAF)	21-Aug-2009 1034 ET	21-Aug-2009 1034 ET	
2009-06046	Closed	Ms Wilson, Patricia (SAF)	10-Aug-2009 1429 ET	10-Aug-2009 1431 ET	
2009-06339	New	LtCol Ingegneri, Robert (SAF)	21-Aug-2009 1034 ET	21-Aug-2009 1034 ET	
2009-06567	New (Not Submitted)	Mr Williams, Matt (SAF)	12-Aug-2009 1608 ET	12-Aug-2009 1616 ET	

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

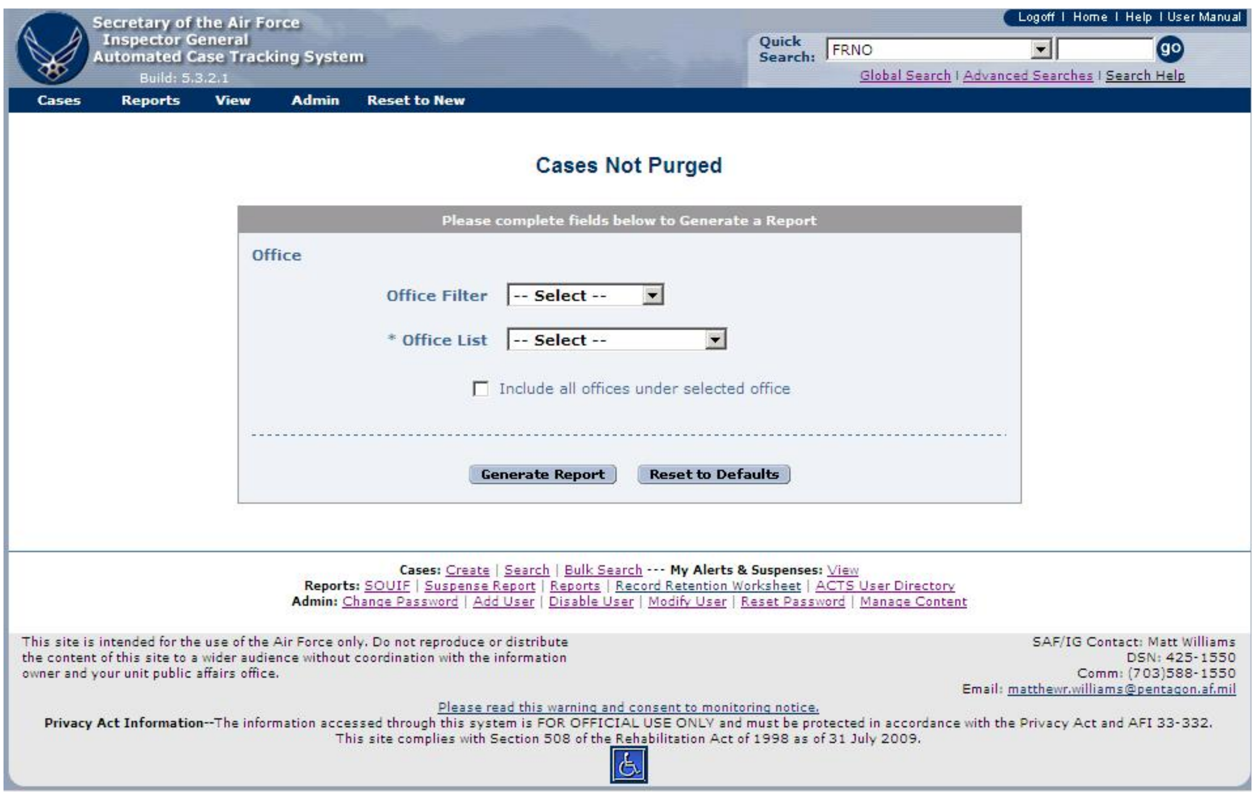
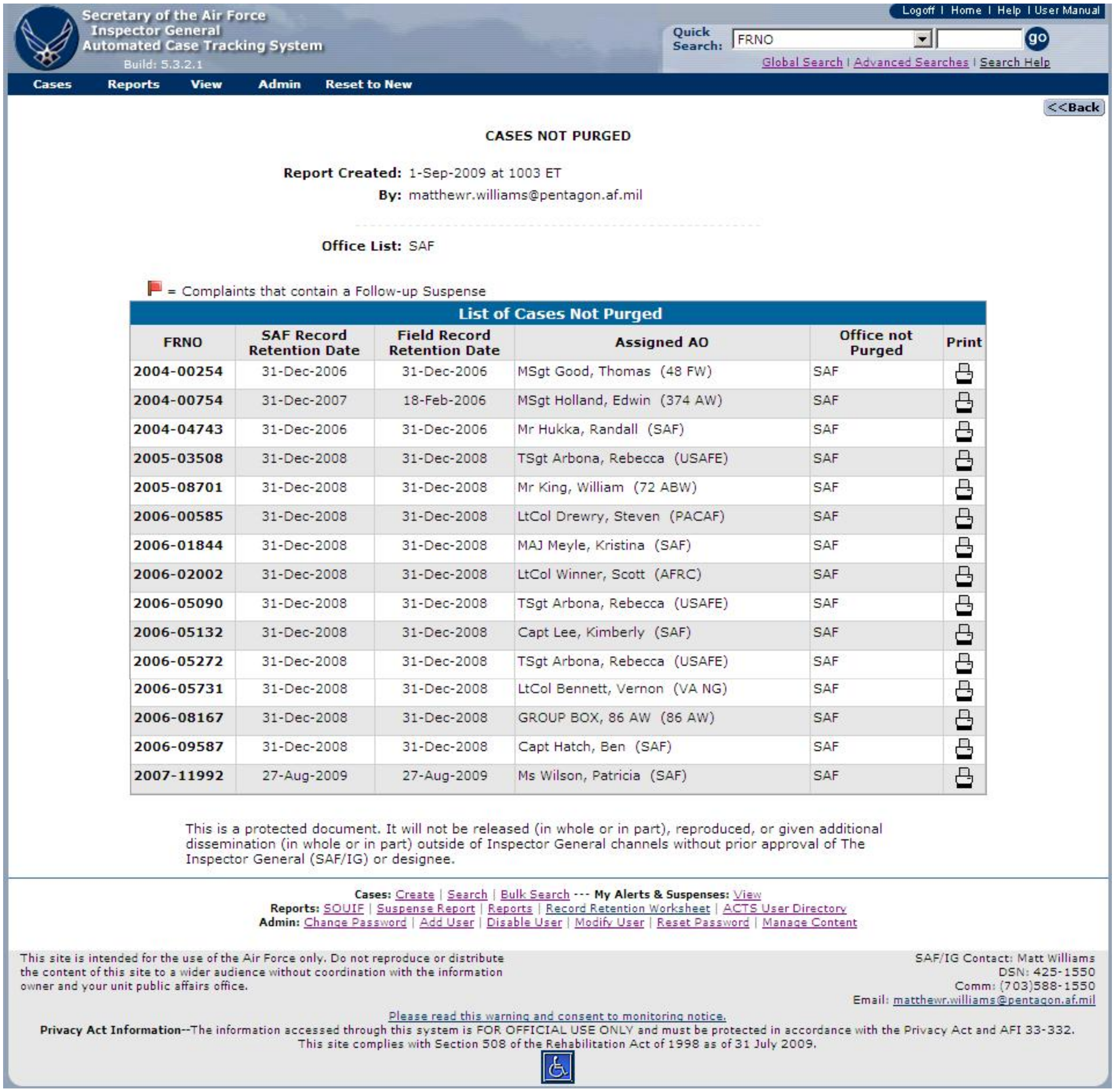


Figure 8-8. Cases Not Purged Report Input Screen



Secretary of the Air Force
Inspector General
Automated Case Tracking System
Build: 5.3.2.1

Logoff | Home | Help | User Manual

Quick Search: FRNO go

Global Search | Advanced Searches | Search Help

Cases Reports View Admin Reset to New

<<Back

CASES NOT PURGED

Report Created: 1-Sep-2009 at 1003 ET
By: matthewr.williams@pentagon.af.mil

Office List: SAF

= Complaints that contain a Follow-up Suspense

List of 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	
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	
2005-08701	31-Dec-2008	31-Dec-2008	Mr King, William (72 ABW)	SAF	
2006-00585	31-Dec-2008	31-Dec-2008	LtCol Drewry, Steven (PACAF)	SAF	
2006-01844	31-Dec-2008	31-Dec-2008	MAJ Meyle, Kristina (SAF)	SAF	
2006-02002	31-Dec-2008	31-Dec-2008	LtCol Winner, Scott (AFRC)	SAF	
2006-05090	31-Dec-2008	31-Dec-2008	TSgt Arbona, Rebecca (USAFE)	SAF	
2006-05132	31-Dec-2008	31-Dec-2008	Capt Lee, Kimberly (SAF)	SAF	
2006-05272	31-Dec-2008	31-Dec-2008	TSgt Arbona, Rebecca (USAFE)	SAF	
2006-05731	31-Dec-2008	31-Dec-2008	LtCol Bennett, Vernon (VA NG)	SAF	
2006-08167	31-Dec-2008	31-Dec-2008	GROUP BOX, 86 AW (86 AW)	SAF	
2006-09587	31-Dec-2008	31-Dec-2008	Capt Hatch, Ben (SAF)	SAF	
2007-11992	27-Aug-2009	27-Aug-2009	Ms Wilson, Patricia (SAF)	SAF	

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

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DSN: 425-1550
Comm: (703)588-1550
Email: matthewr.williams@pentagon.af.mil

Please read this warning and consent to monitoring notice.

Privacy Act Information--The information accessed through this system is FOR OFFICIAL USE ONLY and must be protected in accordance with the Privacy Act and AFI 33-332.
This site complies with Section 508 of the Rehabilitation Act of 1998 as of 31 July 2009.

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 , or graphical . 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.

How to Access a Report.

Step	Action
Step 1	• Click on Reports in the Menu bar, or Click on "Reports" in the Footer of the Home Page • Select "Advanced Reports" from the dropdown menu.
Step 2	• The "ACTS Report Options" screen opens (figure 8-10) • Fifteen pre-formatted reports are available Note: See figure 8-10 for descriptions of the reports • Select the desired report option.
Step 3	• The appropriate input screen appears allowing you to filter your displayed data (figure 8-11) • Fill in the information requested on the input screen • Click on the "*Generate Report*" button Generate Report to view the selected report (figures 8-12, 8-13, 8-14, and 8-15)
Step 4	• Copy/Save the graphic. Right click on the graphic image to "*Copy*" or "*Save target as…*" 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	• 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. • Click on the **Complaint Export: Microsoft Excel File** hyperlink (figure 8-16), • "Open" the file • "Save As" Excel format (file name.xls)

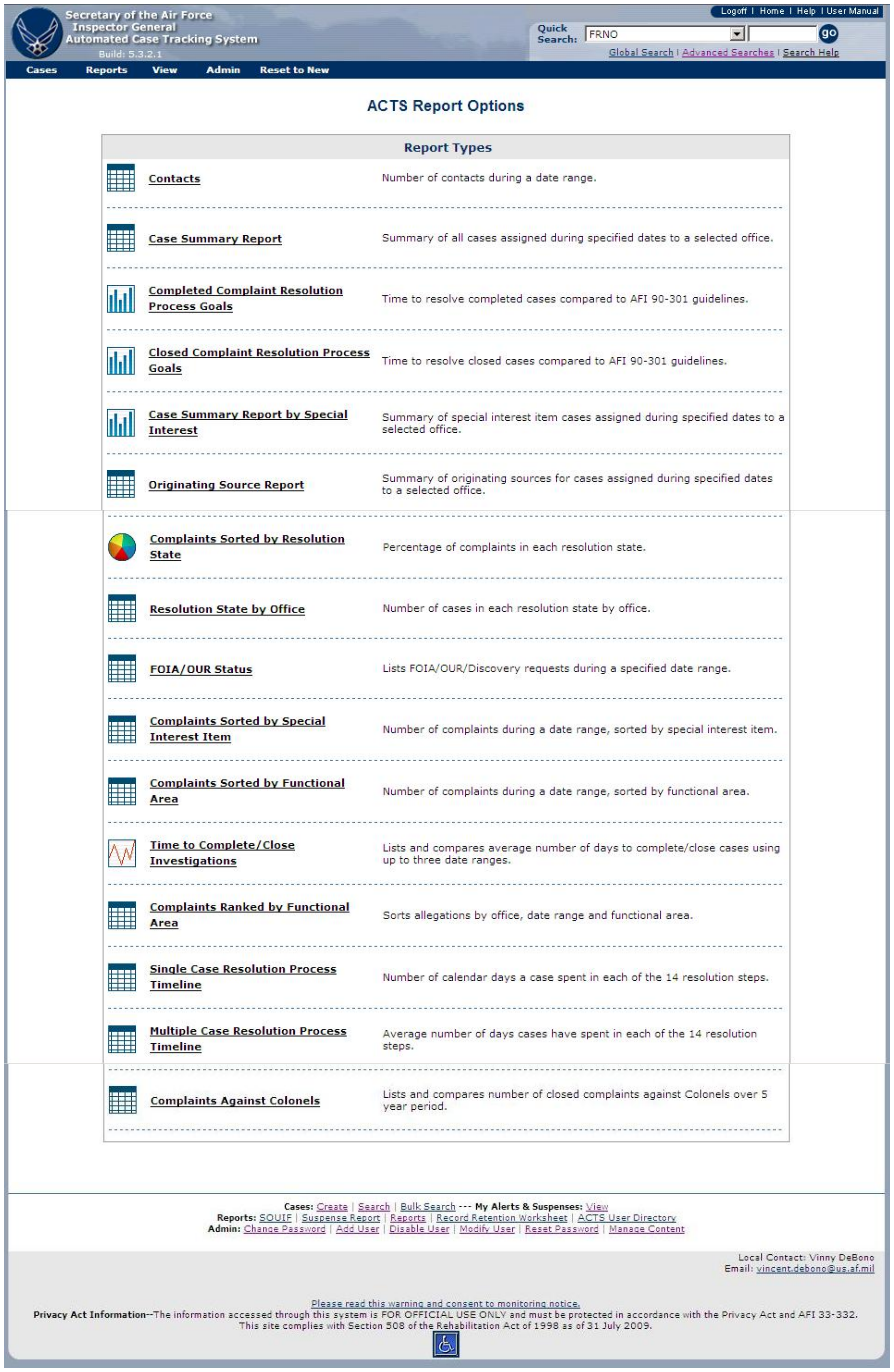


Figure 8-10. ACTS Report Options Screen.

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

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

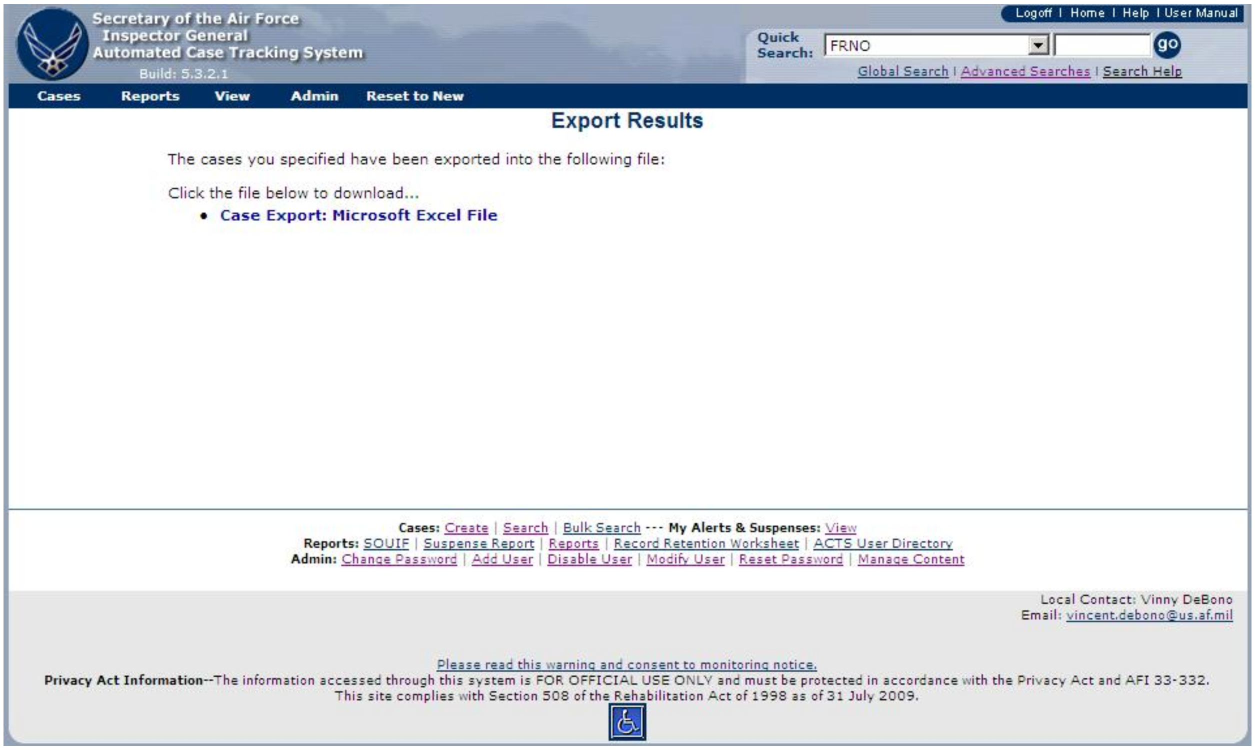


Figure 8-13. ACTS Export Results Screen.

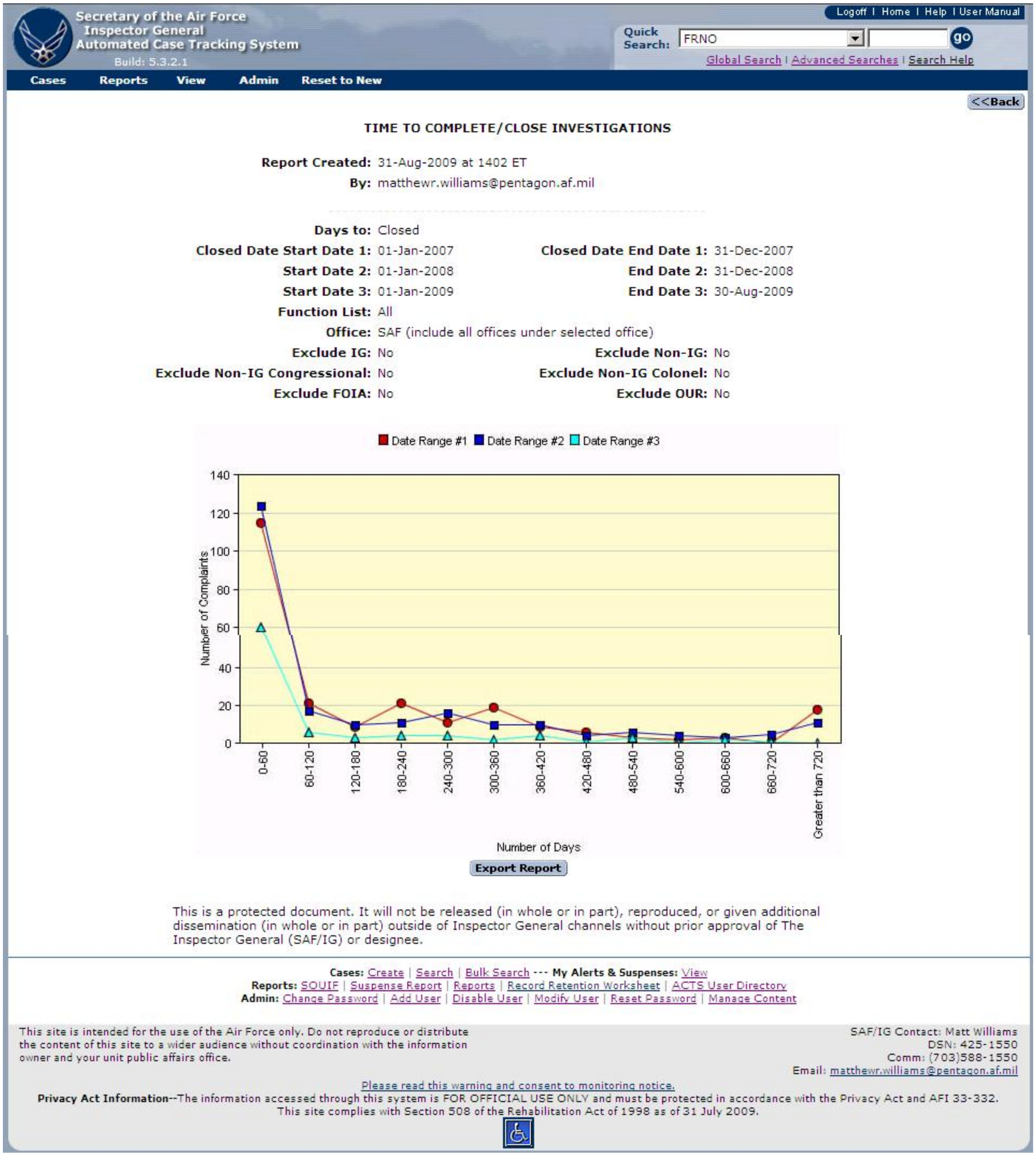


Figure 8-14. ACTS Report Output Screen (Time to Complete/Close Investigations).

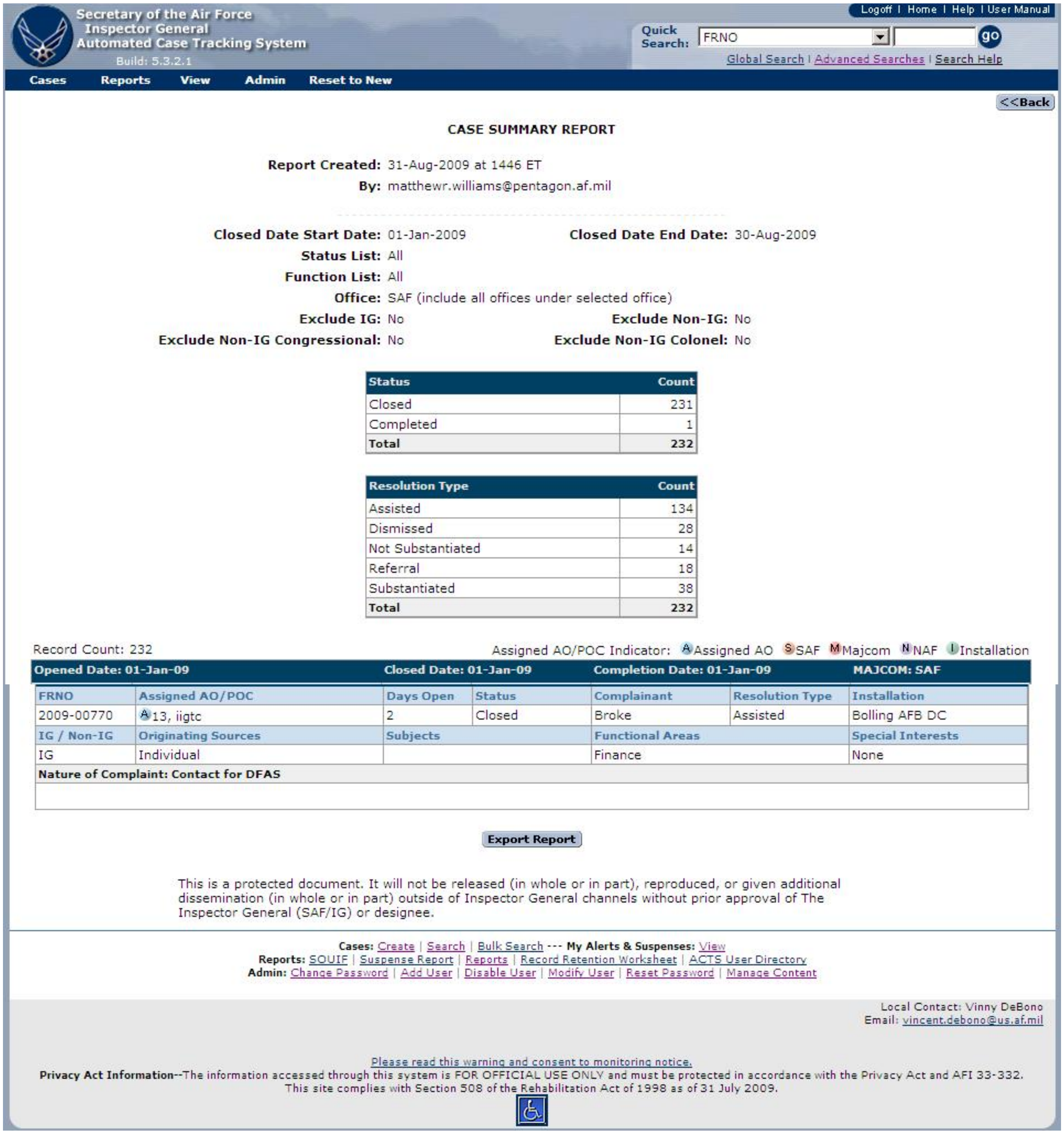


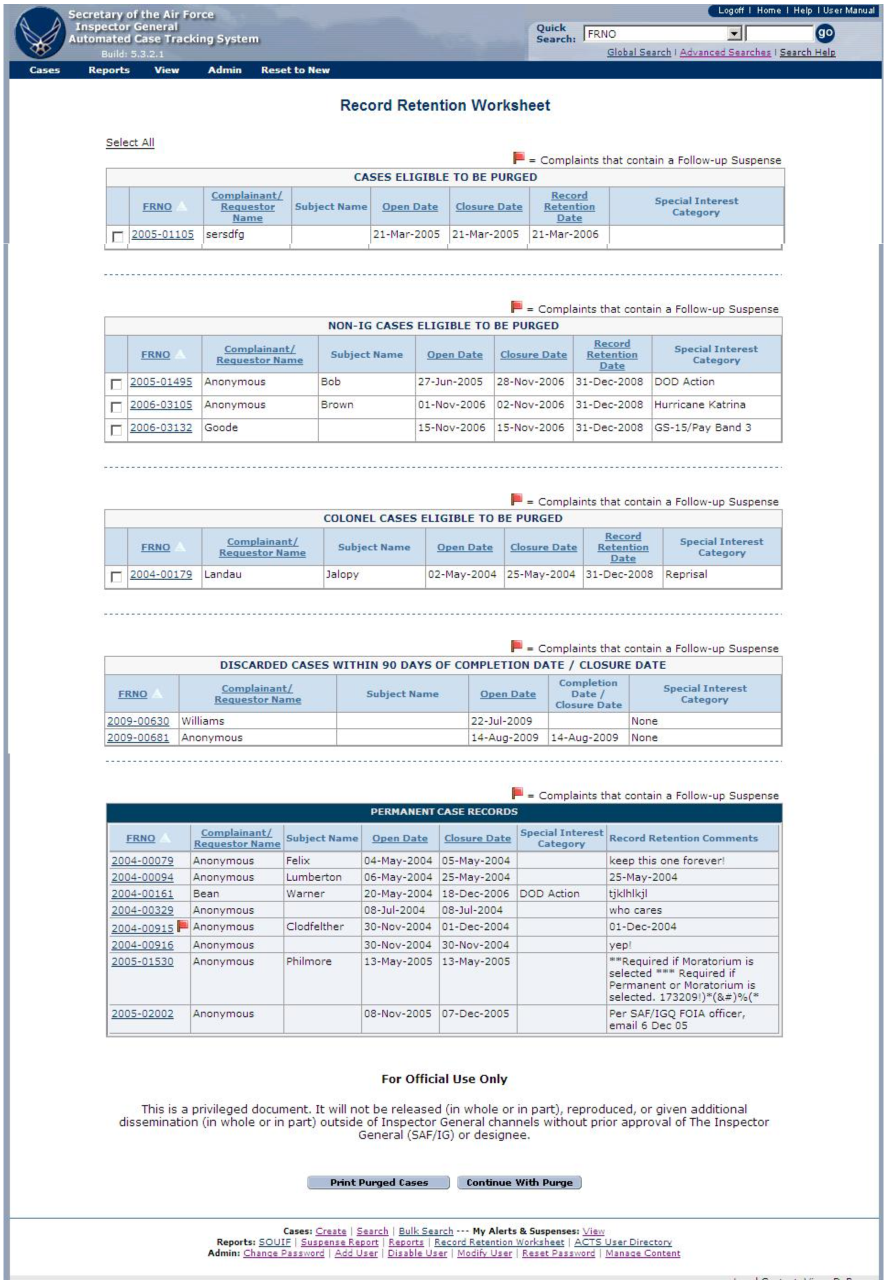
Figure 8-15. ACTS Report Output Screen (Case Summary Report).

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.


Secretary of the Air Force
Inspector General
Automated Case Tracking System
Build: 5.3.2.1

Logoff | Home | Help | User Manual

Quick Search: FRNO go

Global Search | Advanced Searches | Search Help

Cases Reports View Admin Reset to New

Record Retention Worksheet

Select All

= Complaints that contain a Follow-up Suspense

CASES ELIGIBLE TO BE PURGED

	FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Closure Date	Record Retention Date	Special Interest Category
☐	2005-01105	sersdfg		21-Mar-2005	21-Mar-2005	21-Mar-2006	

= Complaints that contain a Follow-up Suspense

NON-IG CASES ELIGIBLE TO BE PURGED

	FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Closure Date	Record Retention Date	Special Interest Category
☐	2005-01495	Anonymous	Bob	27-Jun-2005	28-Nov-2006	31-Dec-2008	DOD Action
☐	2006-03105	Anonymous	Brown	01-Nov-2006	02-Nov-2006	31-Dec-2008	Hurricane Katrina
☐	2006-03132	Goode		15-Nov-2006	15-Nov-2006	31-Dec-2008	GS-15/Pay Band 3

= Complaints that contain a Follow-up Suspense

COLONEL CASES ELIGIBLE TO BE PURGED

	FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Closure Date	Record Retention Date	Special Interest Category
☐	2004-00179	Landau	Jalopy	02-May-2004	25-May-2004	31-Dec-2008	Reprisal

= Complaints that contain a Follow-up Suspense

DISCARDED CASES WITHIN 90 DAYS OF COMPLETION DATE / CLOSURE DATE

FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Completion Date / Closure Date	Special Interest Category
2009-00630	Williams		22-Jul-2009		None
2009-00681	Anonymous		14-Aug-2009	14-Aug-2009	None

= Complaints that contain a Follow-up Suspense

PERMANENT CASE RECORDS

FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Closure Date	Special Interest Category	Record Retention Comments
2004-00079	Anonymous	Felix	04-May-2004	05-May-2004		keep this one forever!
2004-00094	Anonymous	Lumberton	06-May-2004	25-May-2004		25-May-2004
2004-00161	Bean	Warner	20-May-2004	18-Dec-2006	DOD Action	tjklhlkjl
2004-00329	Anonymous		08-Jul-2004	08-Jul-2004		who cares
2004-00915	Anonymous	Clodfelther	30-Nov-2004	01-Dec-2004		01-Dec-2004
2004-00916	Anonymous		30-Nov-2004	30-Nov-2004		yep!
2005-01530	Anonymous	Philmore	13-May-2005	13-May-2005		**Required if Moratorium is selected *** Required if Permanent or Moratorium is selected. 173209!)*(&#)%(*
2005-02002	Anonymous		08-Nov-2005	07-Dec-2005		Per SAF/IGQ FOIA officer, email 6 Dec 05

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Print Purged Cases Continue With Purge

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

Figure 8-17. ACTS Record Retention Worksheet

ACTS User Directory

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

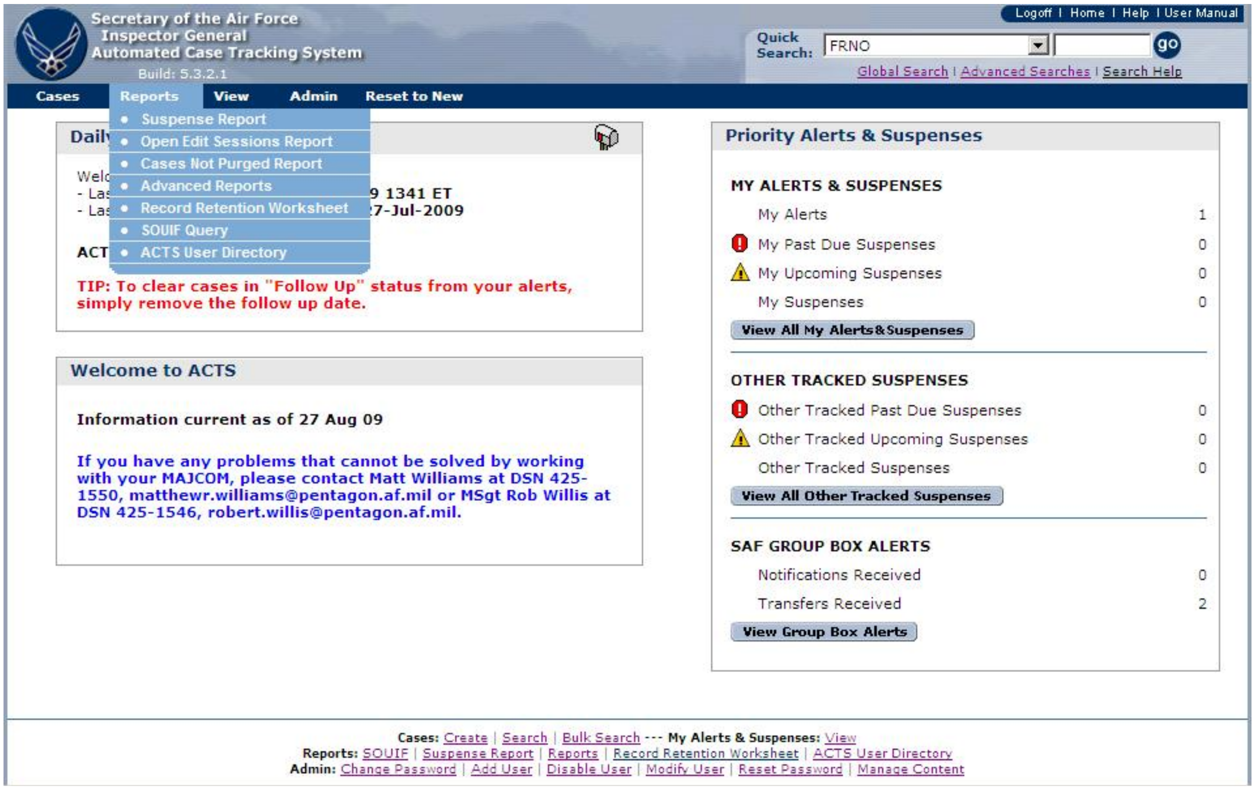


Figure 8-18. ACTS User Directory Menu Selection.

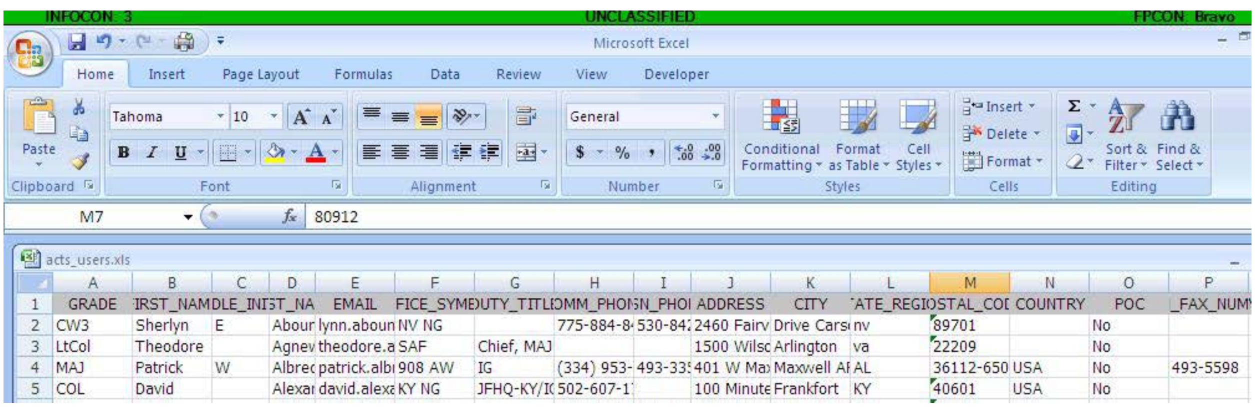


Figure 8-19. ACTS User Directory Export – MS Excel Workbook.

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.

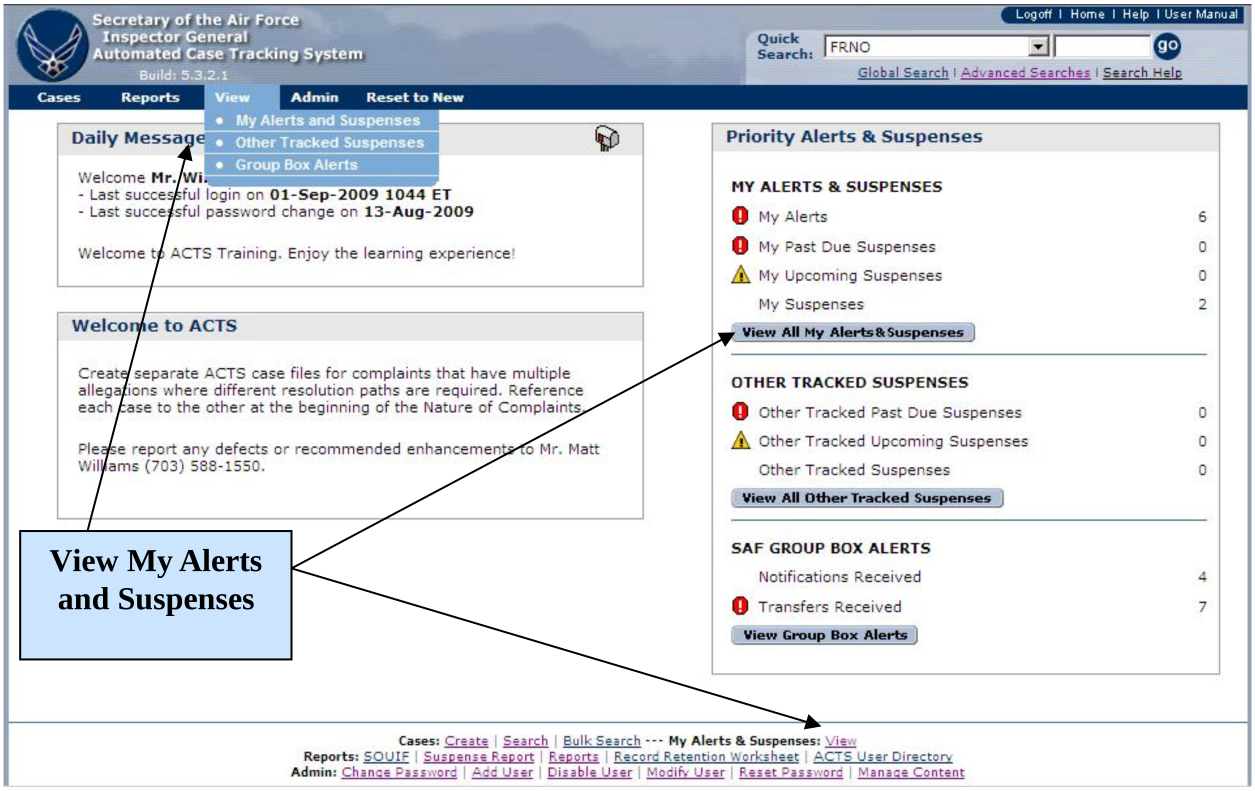


Figure 9-1. My Alerts & Suspenses

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)
- “Response to <complaint source name> due.” 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

- "Check AFI 90-301 for Closure Requirements." 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

- "Edit Session in Progress." 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."

- "Complaint Sent." 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

- "Complaint Received." 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.

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

	12	Command Action	N/A
	13	Higher Headquarters Review	≤ 10 Days
	14	SAF/IGQ Review	≤ 10 Days
Total Processing Time			≤ 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)

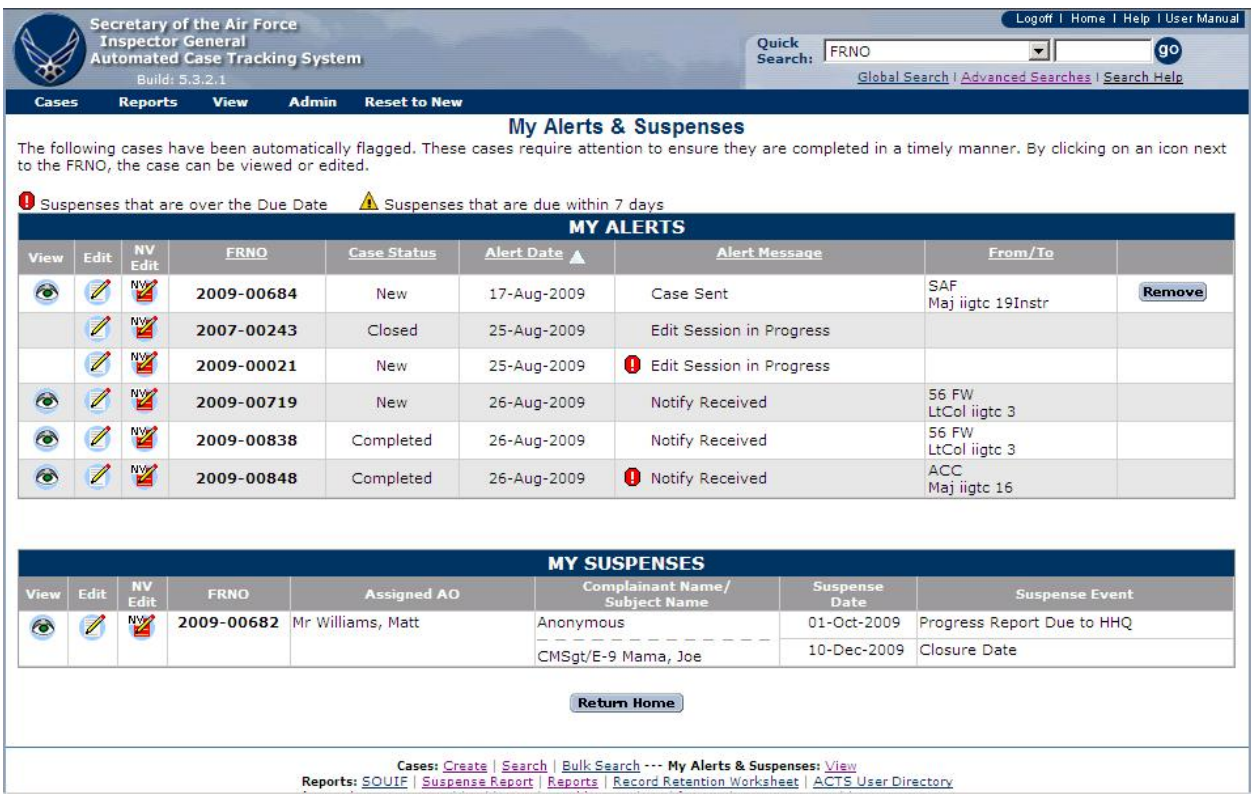


Figure 9-2. My Alerts and Suspenses Screen.

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

Button/Field	Action

	• Click on the appropriate button to View, Edit, or NV Edit • Edit will be the only option, if an edit session is already in progress • The NV Edit mode is when data must be entered without validation. Only SAF and CU administrators are authorized this option
Remove 	• 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” • “Remove” is not an option to clear an open edit session or an error • You may also remove an alert by correcting the situation that caused the alert
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.

Button/Field	**Action**
	• Click on the appropriate button to View, Edit, or NV Edit • Edit will be the only option, if an edit session is already in progress • The NV Edit mode is when data must be entered without validation. Only SAF and CU administrators are authorized this option
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.

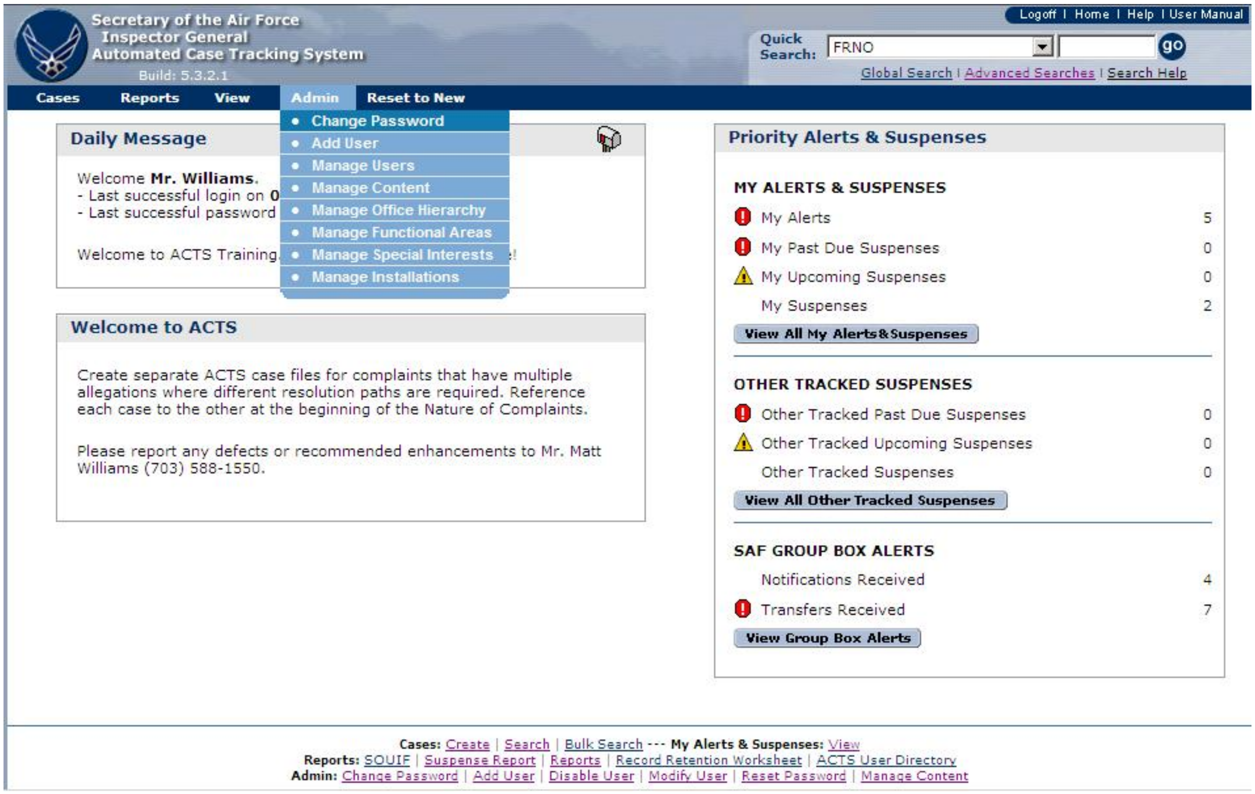


Figure 10-1. Admin – ACTS Administrator.

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

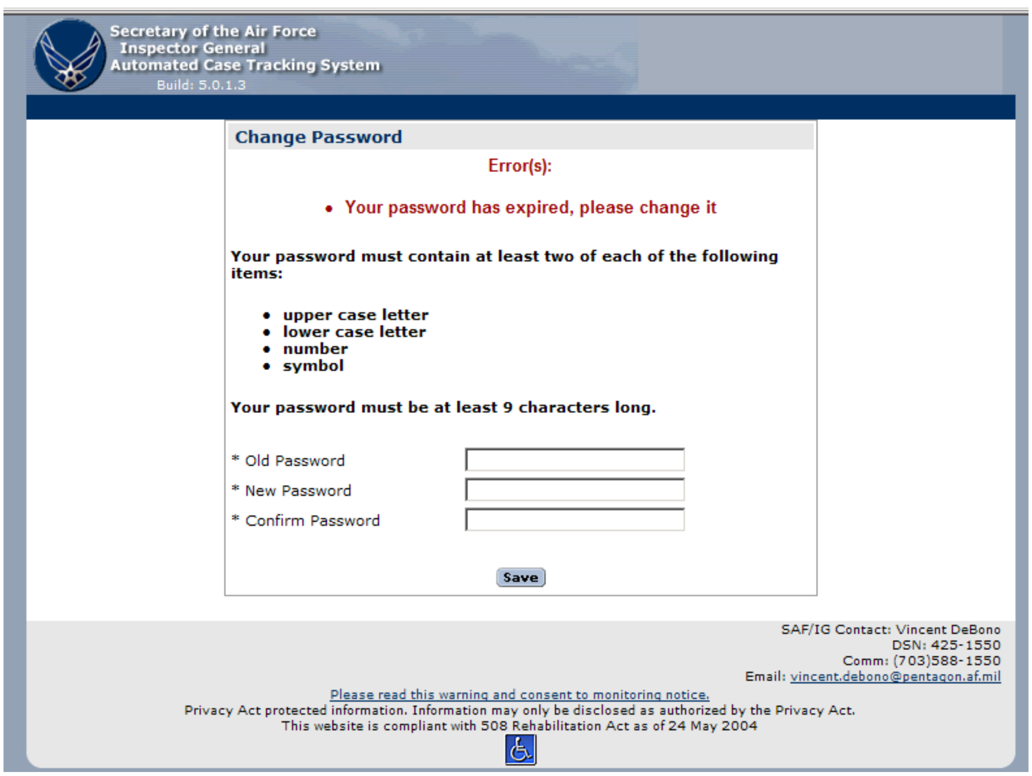


Figure 10-3. Change Password Screen.

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 • Successful 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 • Unsuccessful 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

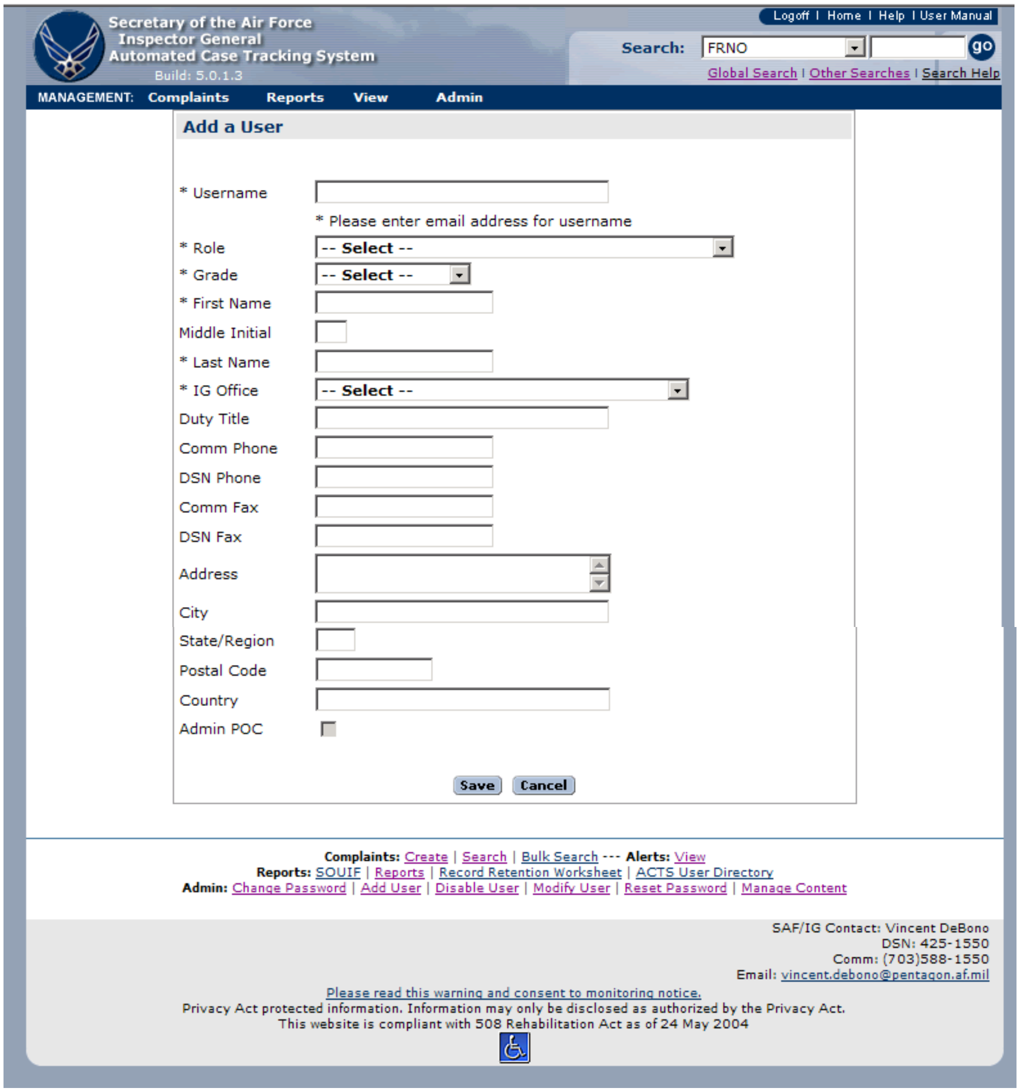


Figure 10-4. Add a User.

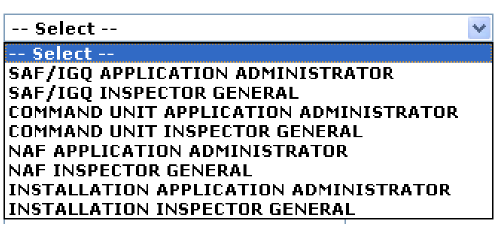


Figure 10-5. Roles.

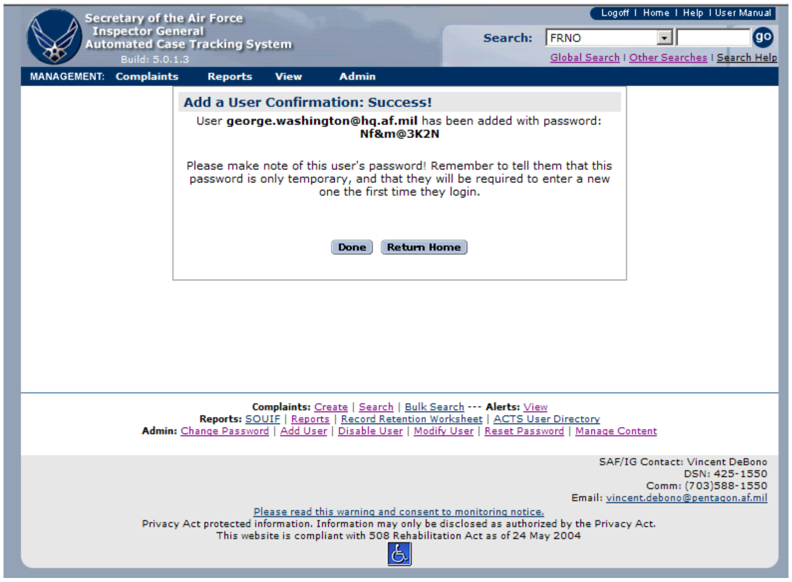


Figure 10-6. Add a User—Confirmation Success.

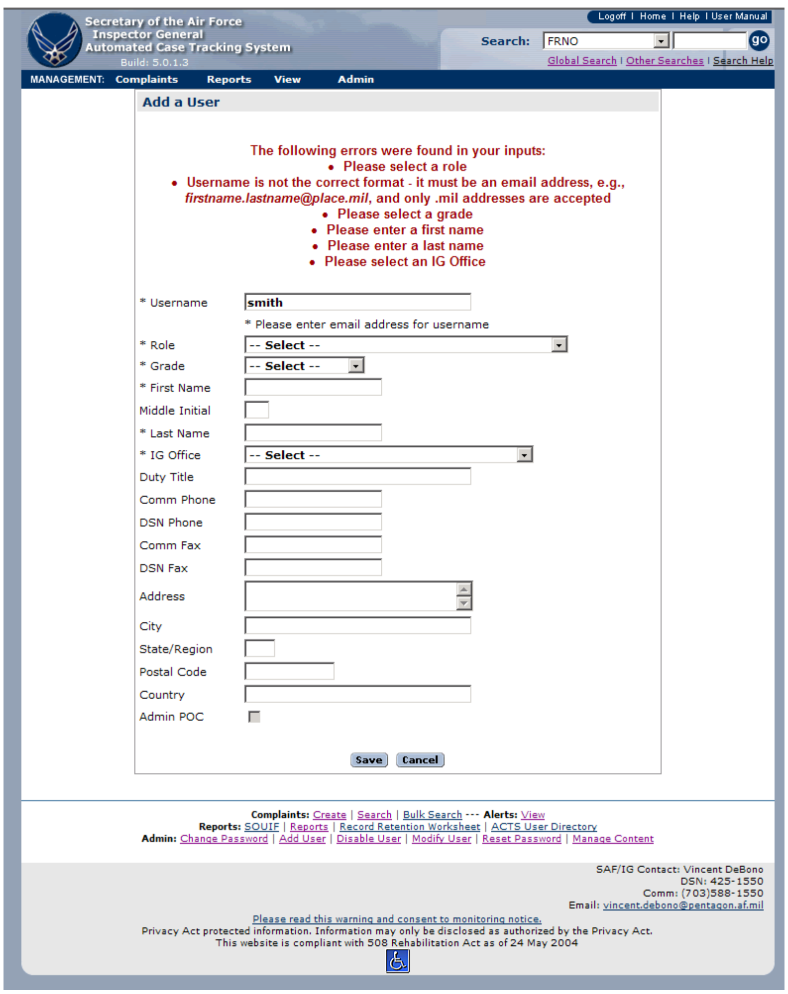


Figure 10-7. Add a User—Unsuccessful.

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 (✓) 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 – An enabled account displays a closed lock ( ) – A disabled account displays an open lock ( ) • 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

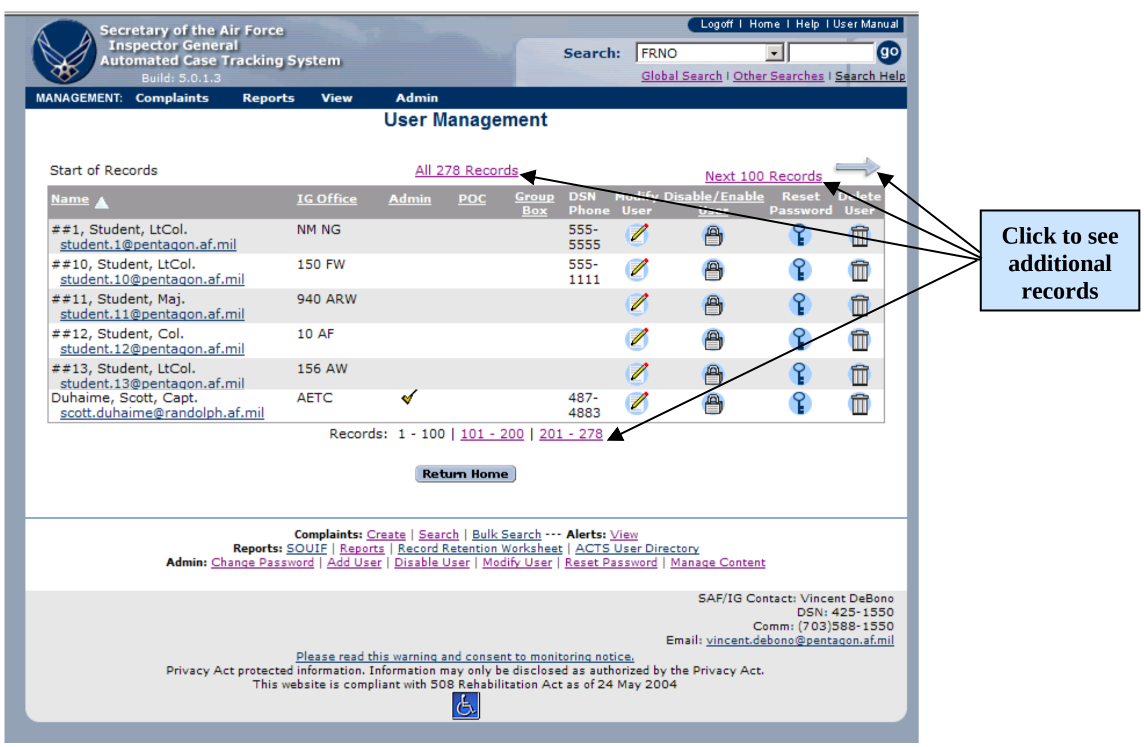


Figure 10-8. User Management.

Modify User.

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

Step	Action
Step 1	• Select the "Admin" tab in the Navigation Bar, then select "Manage Users" from the dropdown menu. • or Click on "Modify User" in the Footer of the page
Step 2	• The User Management screen opens (figure 10-8) providing access to all user accounts to which the administrator has access
Step 3	• 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) • Modify the information as required
Step 4	• To SAVE the modified user information, click on the "Save" button at the bottom of the "Modify a User" screen • Successful save action results in the Modify a User Confirmation Success screen opening (similar to figure 10-6) • Unsuccessful save action identifies errors that must be corrected prior to completing the action (figure 10-7)
Step 5	• To exit and return to the Home Page, click on the Return Home button at the bottom 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	• Select the "Admin" tab in the Navigation Bar, then select "Manage Users" from the dropdown menu. • or Click on "Reset Password" in the Footer of the page • The User Management screen (figure 10-8) opens and shows all users assigned to the administrator opening the screen
Step 2	• 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 ***TIP: Copy the text for the temporary password so it can easily be pasted into an email to the user***
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

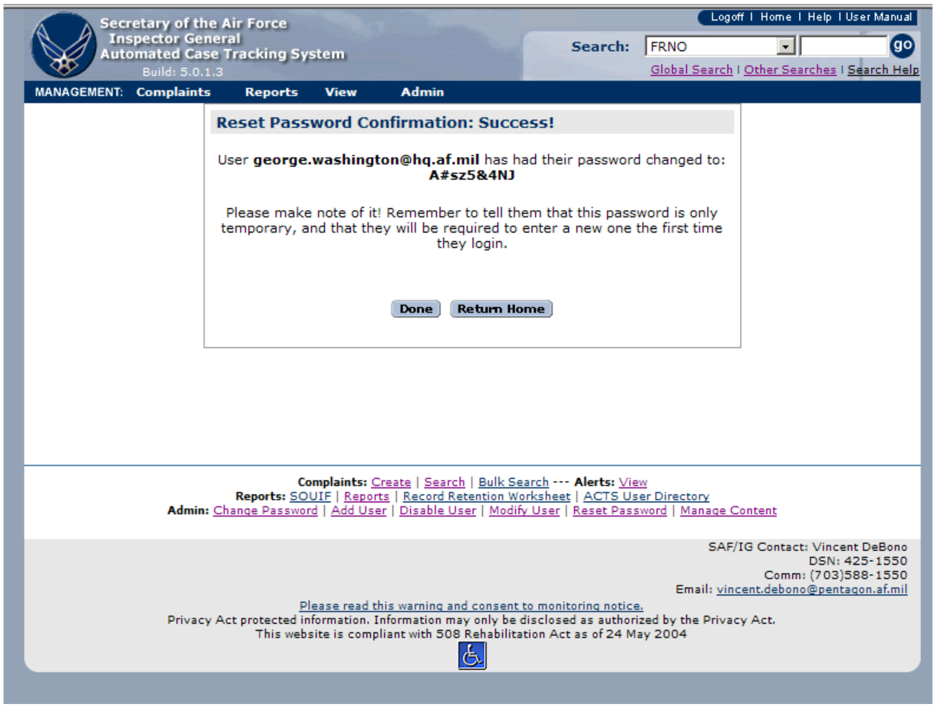
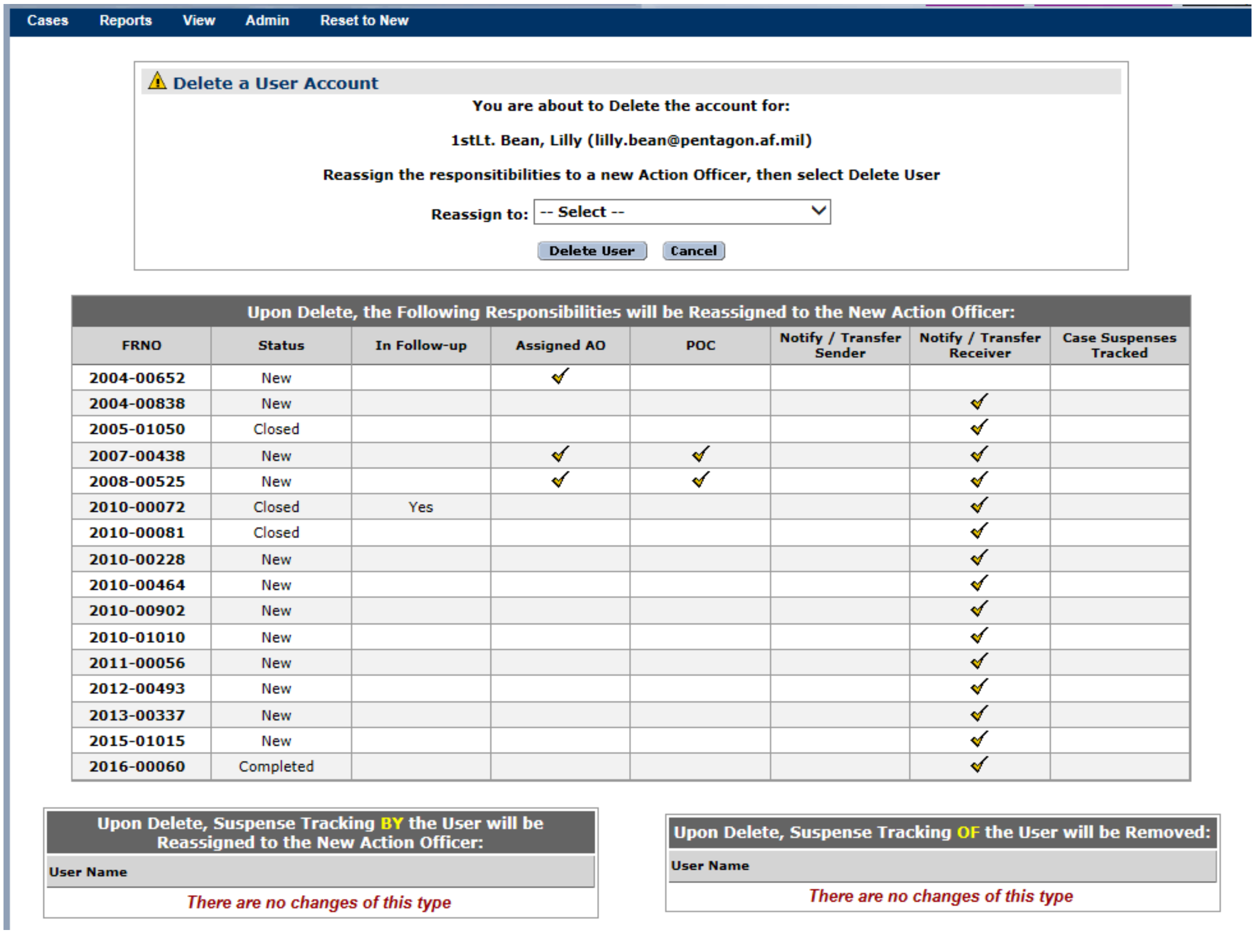


Figure 10-9. Reset Password—Confirmation.

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 • or click on "Disable User", "Modify User", or "Reset Password" in the Footer of the page • 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



Cases Reports View Admin Reset to New

Delete a User Account

You are about to Delete the account for:

1stLt. Bean, Lilly (lilly.bean@pentagon.af.mil)

Reassign the responsitibilities to a new Action Officer, then select Delete User

Reassign to: -- Select --

Delete User Cancel

Upon Delete, the Following Responsibilities will be Reassigned to the New Action 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		✓	✓		✓	
2008-00525	New		✓	✓		✓	
2010-00072	Closed	Yes				✓	
2010-00081	Closed					✓	
2010-00228	New					✓	
2010-00464	New					✓	
2010-00902	New					✓	
2010-01010	New					✓	
2011-00056	New					✓	
2012-00493	New					✓	
2013-00337	New					✓	
2015-01015	New					✓	
2016-00060	Completed					✓	

Upon Delete, Suspense Tracking BY the User will be Reassigned to the New Action Officer:
User Name
There are no changes of this type

Upon Delete, Suspense Tracking OF the User will be Removed:
User Name
There are no changes of this type

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.

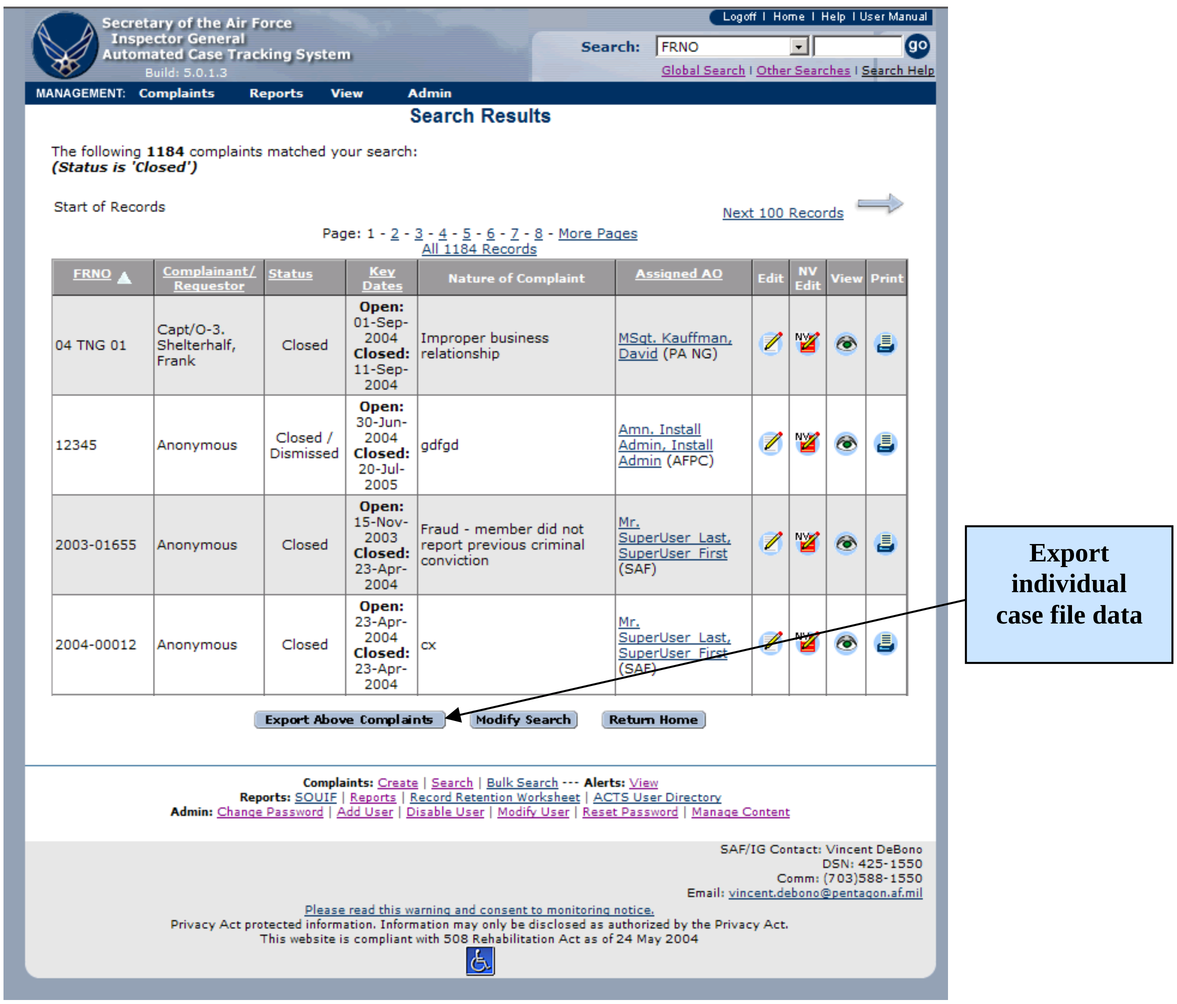


Figure 11-1. Search Results Screen.

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 C*omplaints*, *Sources*, S*ubjects*, A*llegations*, 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

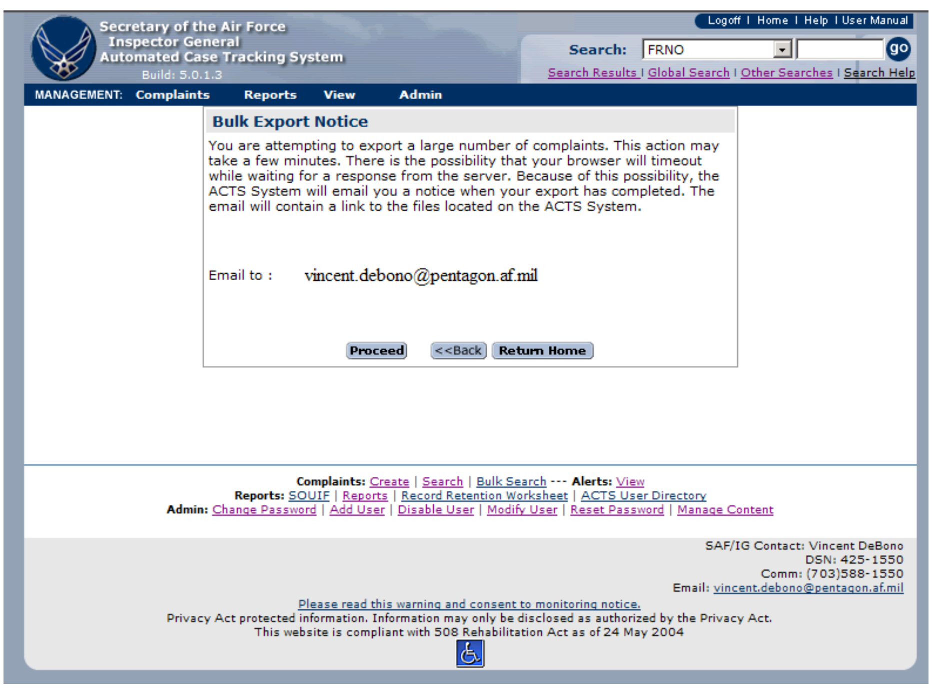


Figure 11-2. Bulk Export Notice Screen.

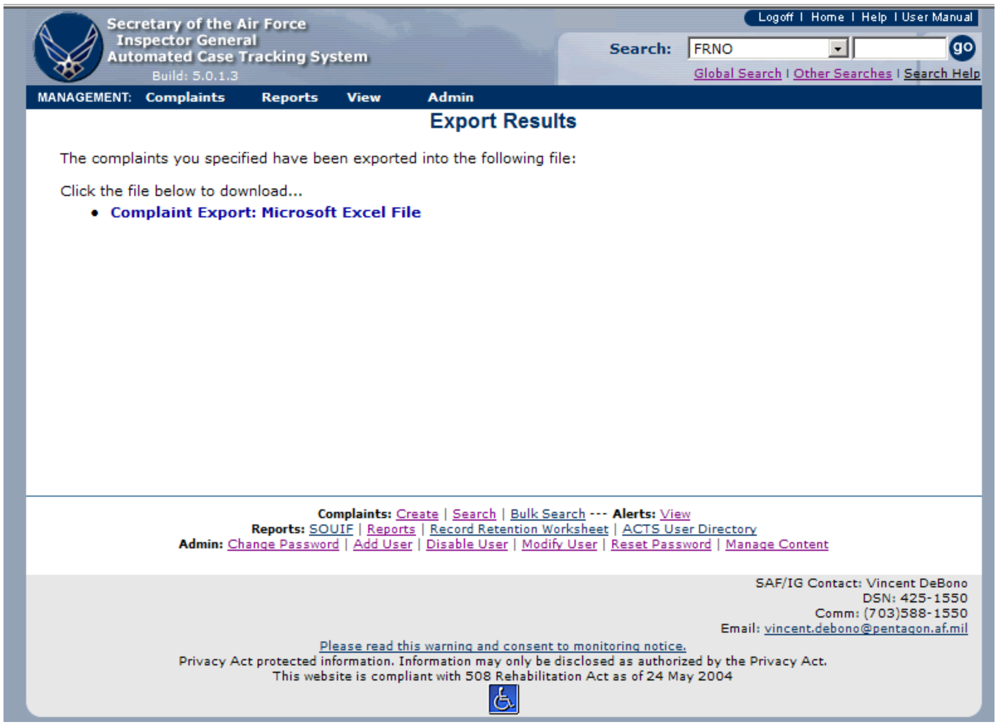


Figure 11-3. ACTS Exported Search Results Screen.

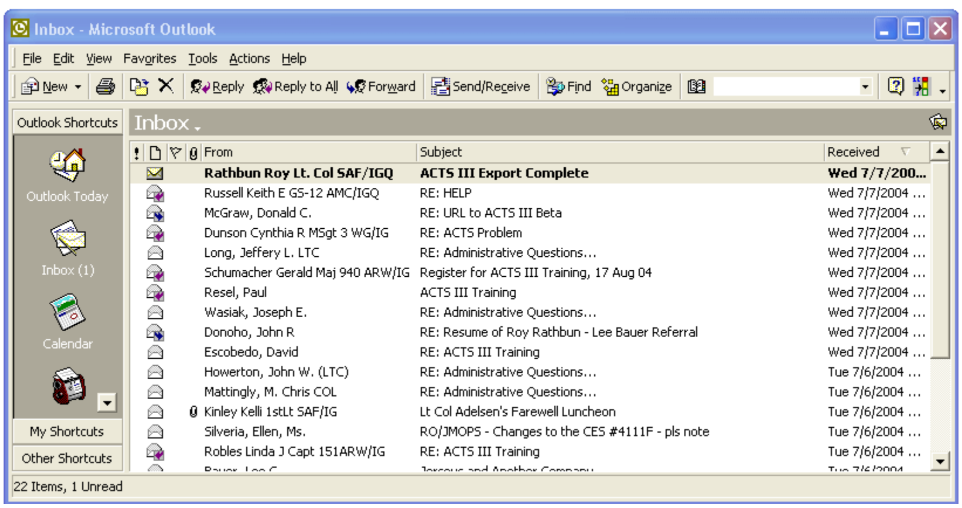


Figure 11-4. Bulk Export Complete—Email Notification

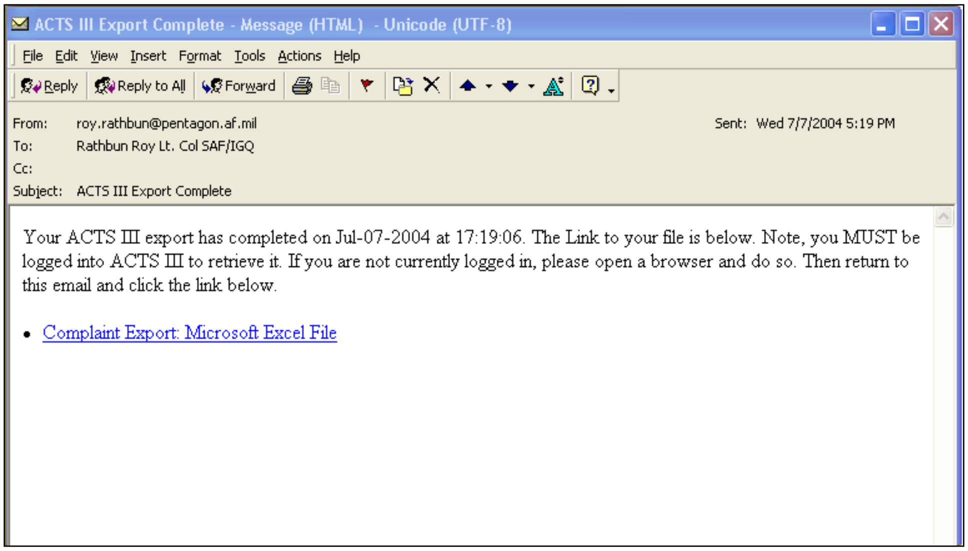
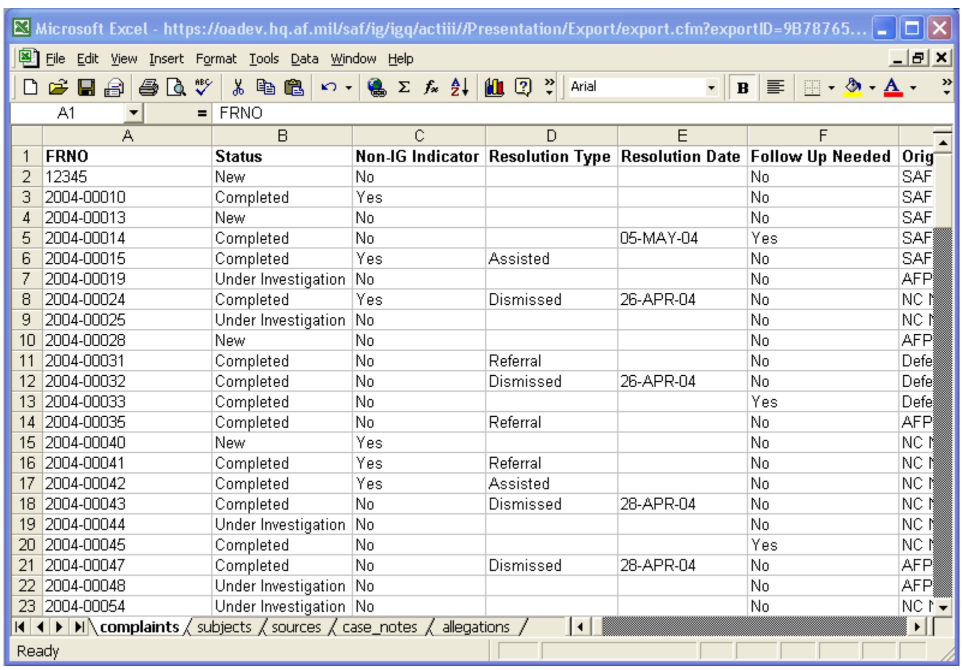


Figure 11-5. ACTS Export Complete—Email Message With Link to File.



	A	B	C	D	E	F	
1	FRNO	Status	Non-IG Indicator	Resolution Type	Resolution Date	Follow Up Needed	Orig
2	12345	New	No			No	SAF
3	2004-00010	Completed	Yes			No	SAF
4	2004-00013	New	No			No	SAF
5	2004-00014	Completed	No		05-MAY-04	Yes	SAF
6	2004-00015	Completed	Yes	Assisted		No	SAF
7	2004-00019	Under Investigation	No			No	AFP
8	2004-00024	Completed	Yes	Dismissed	26-APR-04	No	NC
9	2004-00025	Under Investigation	No			No	NC
10	2004-00028	New	No			No	AFP
11	2004-00031	Completed	No	Referral		No	Defe
12	2004-00032	Completed	No	Dismissed	26-APR-04	No	Defe
13	2004-00033	Completed	No			Yes	Defe
14	2004-00035	Completed	No	Referral		No	AFP
15	2004-00040	New	Yes			No	NC
16	2004-00041	Completed	Yes	Referral		No	NC
17	2004-00042	Completed	Yes	Assisted		No	NC
18	2004-00043	Completed	No	Dismissed	28-APR-04	No	NC
19	2004-00044	Under Investigation	No			No	NC
20	2004-00045	Completed	No			Yes	NC
21	2004-00047	Completed	No	Dismissed	28-APR-04	No	AFP
22	2004-00048	Under Investigation	No			No	AFP
23	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

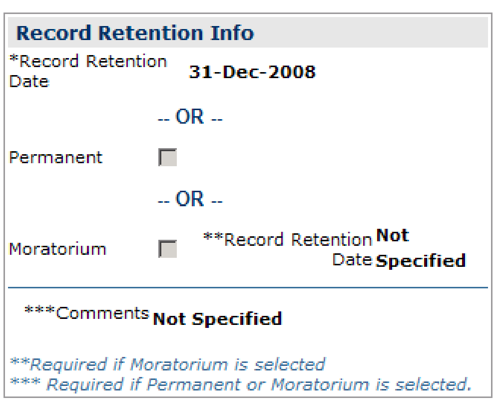
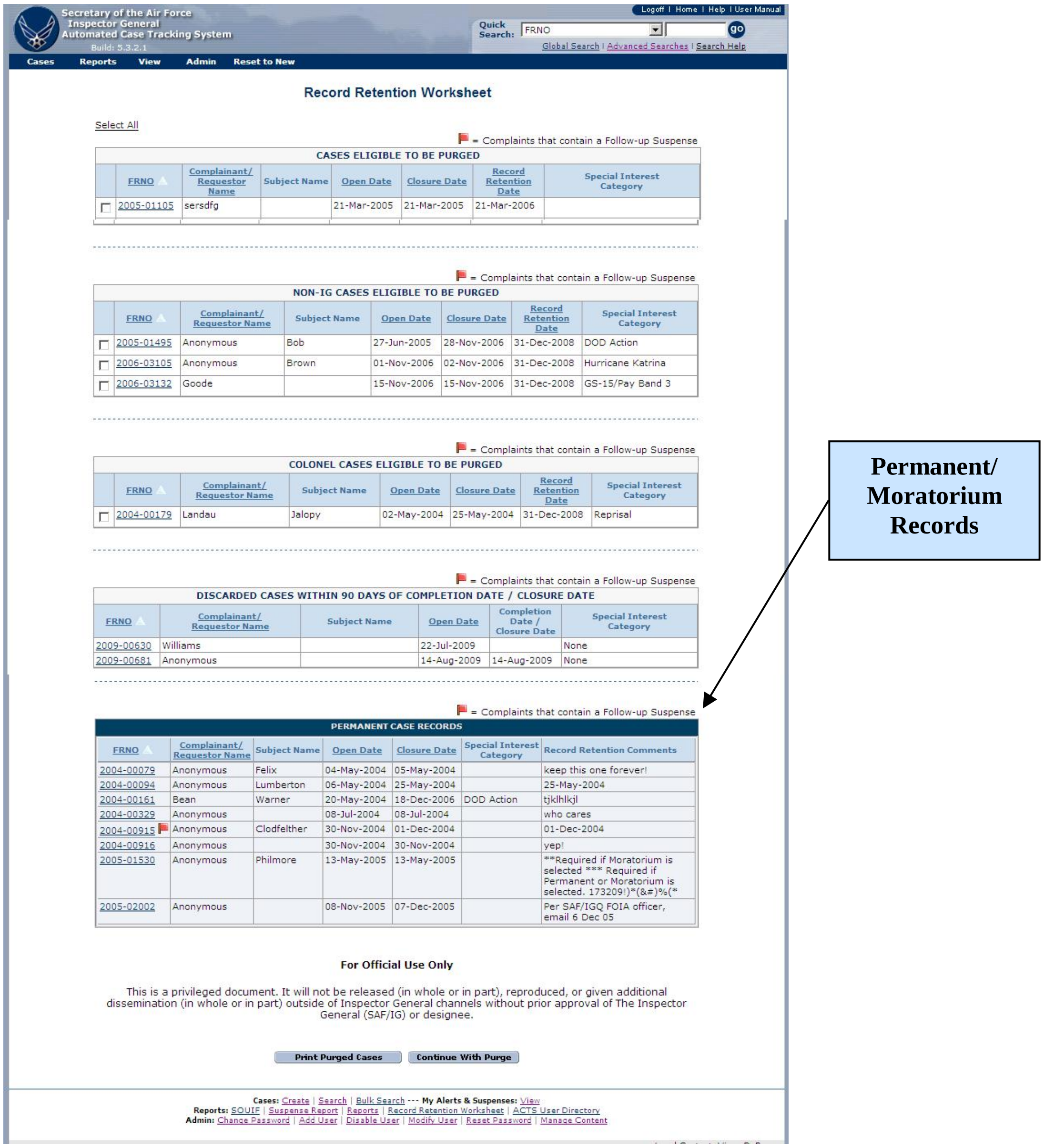


Figure 11-7. Record Disposition Information Box (Suspenses/Dates Tab).



Record Retention Worksheet

Select All

= Complaints that contain a Follow-up Suspense

CASES ELIGIBLE TO BE PURGED

	FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Closure Date	Record Retention Date	Special Interest Category
☐	2005-01105	sersdfg		21-Mar-2005	21-Mar-2005	21-Mar-2006	

= Complaints that contain a Follow-up Suspense

NON-IG CASES ELIGIBLE TO BE PURGED

	FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Closure Date	Record Retention Date	Special Interest Category
☐	2005-01495	Anonymous	Bob	27-Jun-2005	28-Nov-2006	31-Dec-2008	DOD Action
☐	2006-03105	Anonymous	Brown	01-Nov-2006	02-Nov-2006	31-Dec-2008	Hurricane Katrina
☐	2006-03132	Goode		15-Nov-2006	15-Nov-2006	31-Dec-2008	GS-15/Pay Band 3

= Complaints that contain a Follow-up Suspense

COLONEL CASES ELIGIBLE TO BE PURGED

	FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Closure Date	Record Retention Date	Special Interest Category
☐	2004-00179	Landau	Jalopy	02-May-2004	25-May-2004	31-Dec-2008	Reprisal

= Complaints that contain a Follow-up Suspense

DISCARDED CASES WITHIN 90 DAYS OF COMPLETION DATE / CLOSURE DATE

FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Completion Date / Closure Date	Special Interest Category
2009-00630	Williams		22-Jul-2009		None
2009-00681	Anonymous		14-Aug-2009	14-Aug-2009	None

= Complaints that contain a Follow-up Suspense

PERMANENT CASE RECORDS

FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Closure Date	Special Interest Category	Record Retention Comments
2004-00079	Anonymous	Felix	04-May-2004	05-May-2004		keep this one forever!
2004-00094	Anonymous	Lumberton	06-May-2004	25-May-2004		25-May-2004
2004-00161	Bean	Warner	20-May-2004	18-Dec-2006	DOD Action	tjklhlkjl
2004-00329	Anonymous		08-Jul-2004	08-Jul-2004		who cares
2004-00915	Anonymous	Clodfelther	30-Nov-2004	01-Dec-2004		01-Dec-2004
2004-00916	Anonymous		30-Nov-2004	30-Nov-2004		yep!
2005-01530	Anonymous	Philmore	13-May-2005	13-May-2005		**Required if Moratorium is selected *** Required if Permanent or Moratorium is selected. 173209!)*(&#)%(*
2005-02002	Anonymous		08-Nov-2005	07-Dec-2005		Per SAF/IGQ FOIA officer, email 6 Dec 05

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Print Purged Cases | Continue With Purge

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

Figure 11-8. Record Retention Worksheet.

FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Closure Date	Record Retention Date	Special Interest Category
2004-00190	Anonymous	Korn	26-May-2004	26-May-2004	26-May-2006	
2004-00191	Anonymous	Sumac	26-May-2004	28-May-2004	28-May-2006	

FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Closure Date	Record Retention Date	Special Interest Category
2004-00188	Anonymous	Boruff	26-May-2004	28-May-2004	28-May-2006	
2004-00236	Anonymous	Walters	08-Jun-2004	08-Jun-2004	08-Jun-2006	

FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Closure Date	Record Retention Date	Special Interest Category
2004-00777	Jones	Smith	14-Sep-2004	06-Dec-2004	06-Dec-2006	Colonel (and Selects)
2004-00843	Anonymous	Boss	18-Oct-2004	26-Oct-2004	26-Oct-2006	

FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Closure Date	Record Retention Date	Special Interest Category
2004-00279	Anonymous	Jerk	30-Jun-2004	30-Jun-2004	28-Sep-2004	
2004-00332	Anonymous		09-Jul-2004	01-Dec-2005	01-Mar-2006	

Figure 11-9. Confirm Purged Complaints Notice Screen.

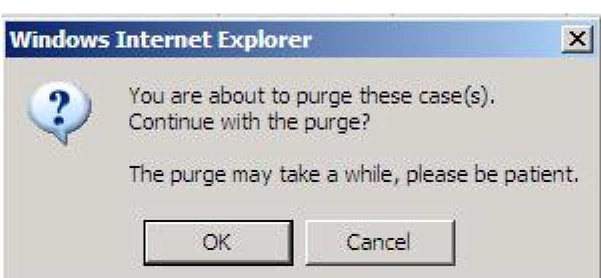


Figure 11-10. IE Dialog Box—Reaffirmation of Purge.

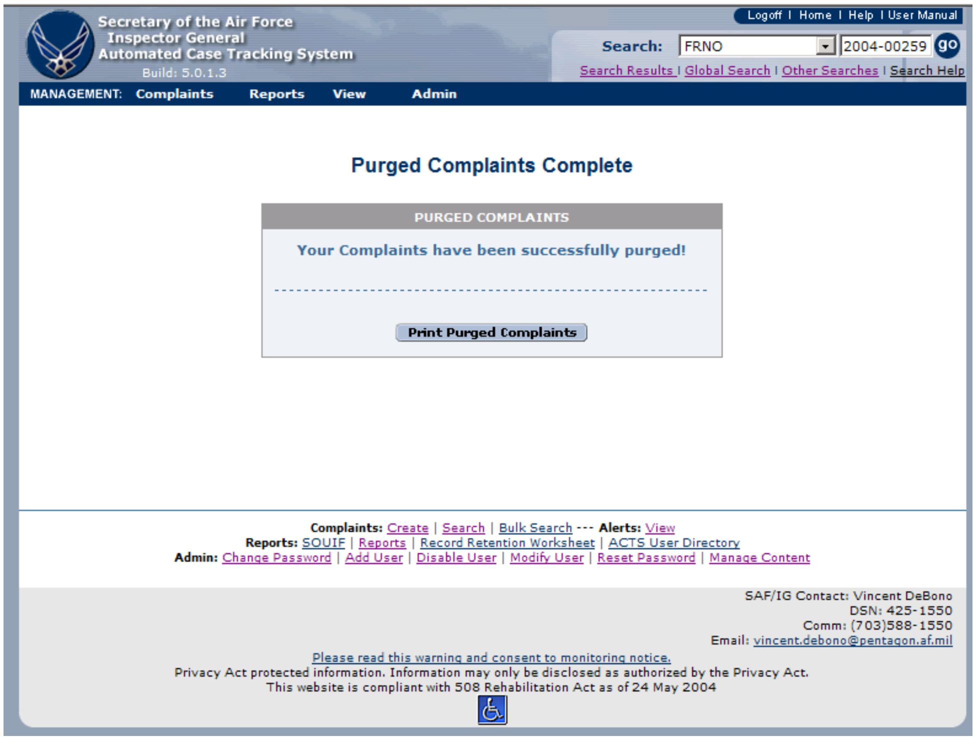


Figure 11-11 Purged Complaints Complete Notice Screen.

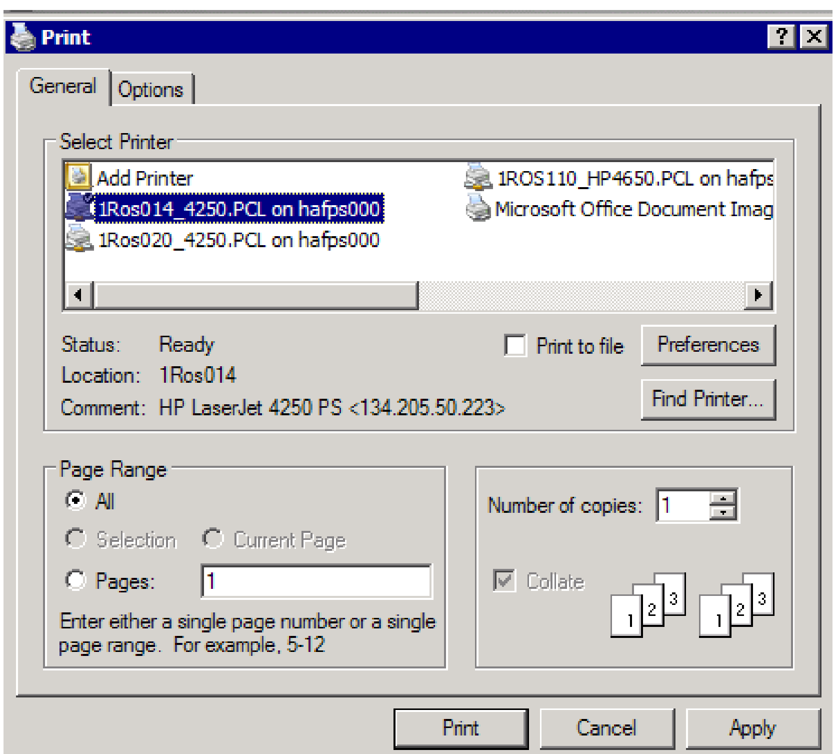
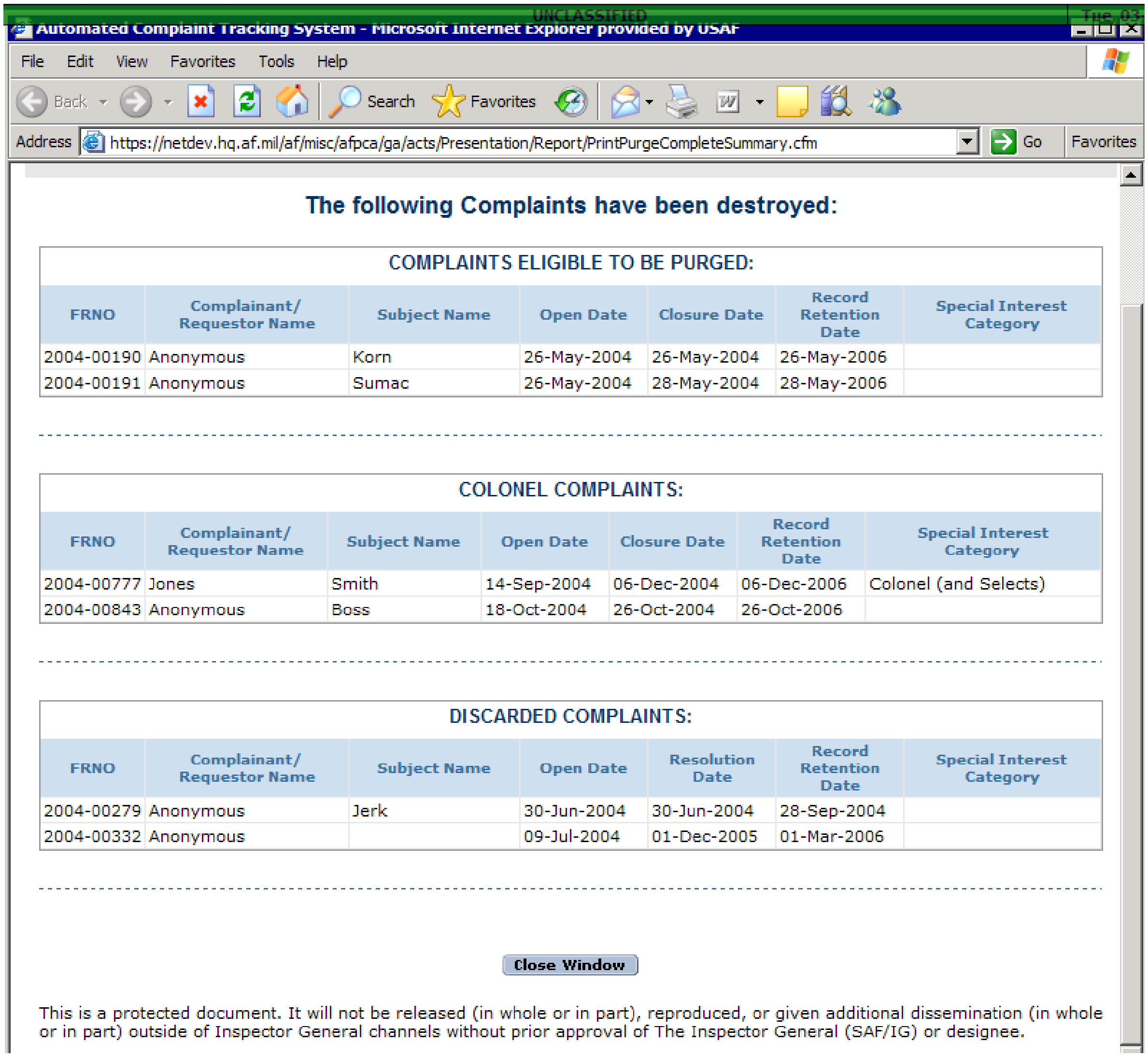


Figure 11-12. Printer Selection and Print Dialog Box.



The following Complaints have been destroyed:

COMPLAINTS ELIGIBLE TO BE PURGED:						
FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Closure Date	Record Retention Date	Special Interest Category
2004-00190	Anonymous	Korn	26-May-2004	26-May-2004	26-May-2006	
2004-00191	Anonymous	Sumac	26-May-2004	28-May-2004	28-May-2006	

COLONEL COMPLAINTS:						
FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Closure Date	Record Retention Date	Special Interest Category
2004-00777	Jones	Smith	14-Sep-2004	06-Dec-2004	06-Dec-2006	Colonel (and Selects)
2004-00843	Anonymous	Boss	18-Oct-2004	26-Oct-2004	26-Oct-2006	

DISCARDED COMPLAINTS:						
FRNO	Complainant/ Requestor Name	Subject Name	Open Date	Resolution Date	Record Retention Date	Special Interest Category
2004-00279	Anonymous	Jerk	30-Jun-2004	30-Jun-2004	28-Sep-2004	
2004-00332	Anonymous		09-Jul-2004	01-Dec-2005	01-Mar-2006	

Close Window

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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.

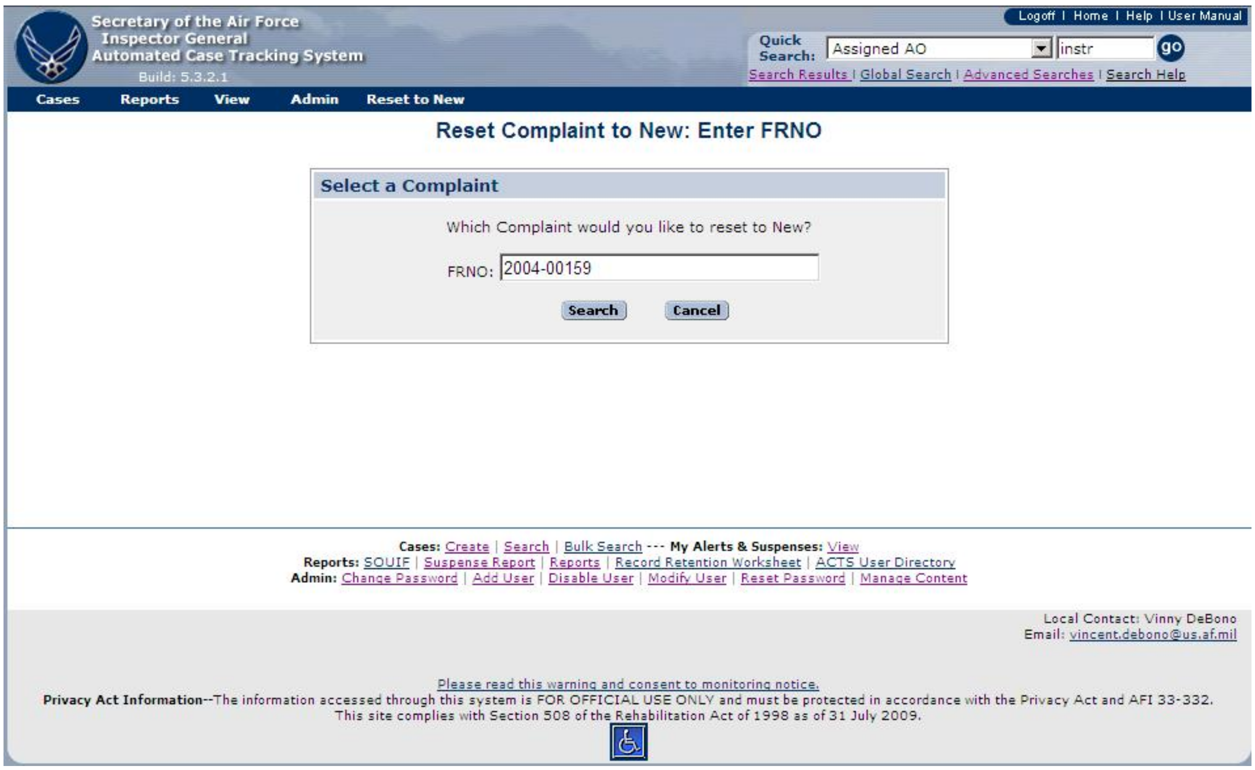


Figure 11-14. Reset complaint to new: Enter FRNO.

Secretary of the Air Force
Inspector General
Automated Case Tracking System
Build: 5.3.2.1

Logoff | Home | Help | User Manual

Quick Search: Assigned AO | instr | go

Search Results | Global Search | Advanced Searches | Search Help

Cases | Reports | Actions | View | Admin | Reset to New

Reset Complaint to New: Summary of Changes

Reset to New Confirmation

You are about to Reset Complaint **2004-00159** to New.

If you proceed, the system will reset all of the fields below.
You will not be able to retrieve this data after it has been Reset to New.

The 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 Suspenses

Field:	Old Value:	New Value:
Analysis Complete Date	19-May-2004	Not Specified
Tasking Date	19-May-2004	Not Specified
Pre-Fact Finding Complete	20-Mar-2008	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	20-Mar-2008	Not Specified
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	Not Specified	Not Specified
DoD Review Response	Not Specified	Not Specified
Closure Date	20-Mar-2008	Not Specified

Suspenses/Dates Tab: Follow-Up Suspenses

Field:	Old Value:	New Value:
Follow-up Suspense Date	Not Specified	Not Specified

Suspenses/Dates Tab: Reporting Suspenses

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	Not Specified	Not Specified
R/R/I Notification Due to HHQ	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	Not Specified	Not Specified
DoD Hotline Progress Report Due	Not Specified	Not Specified

Suspenses/Dates Tab: Record Retention Info

Field:	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 Worksheet

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

Local Contact: Vinny DeBono
Email: vincent.debono@us.af.mil

Please read this warning and consent to monitoring notice.
Privacy Act Information--The information accessed through this system is FOR OFFICIAL USE ONLY and must be protected in accordance with the Privacy Act and AFI 33-332.
This site complies with Section 508 of the Rehabilitation Act of 1998 as of 31 July 2009.

Figure 11-15. Reset complaint to new.

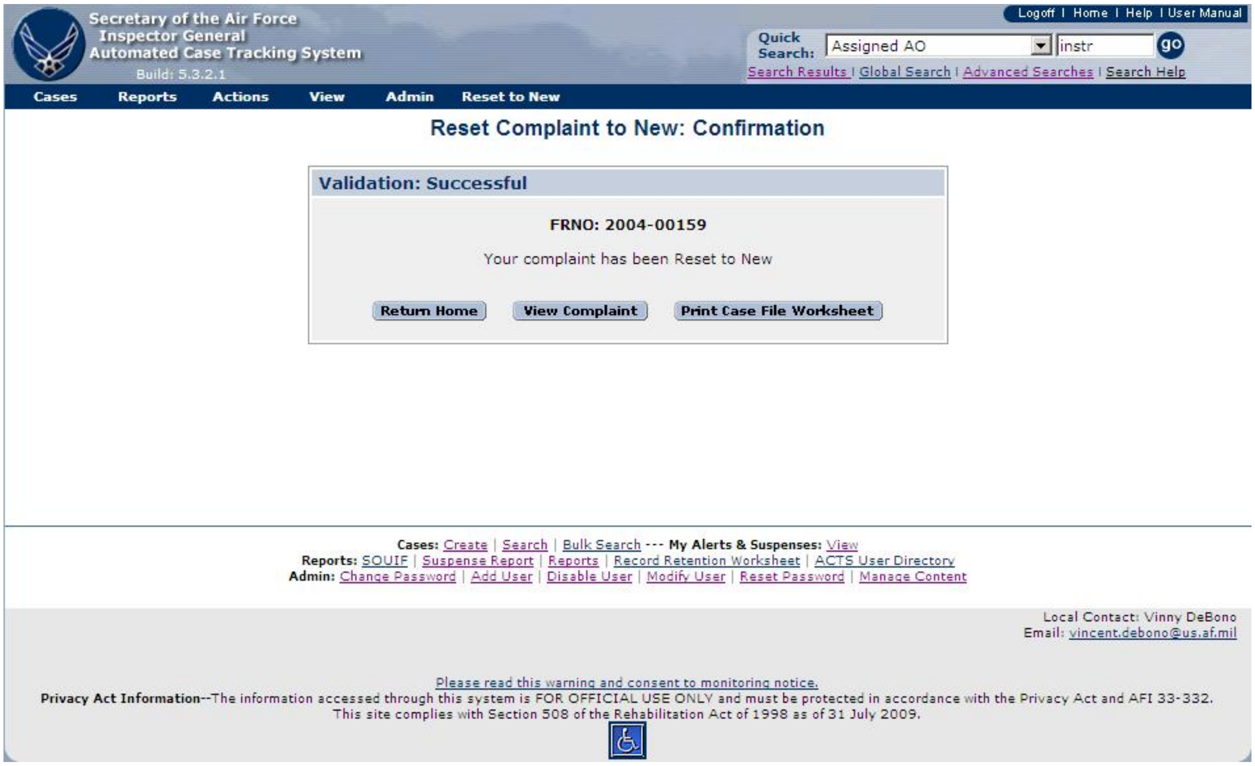


Figure 11-16. Reset complaint to new: Confirmation.

APPENDIX A – GLOSSARY OF TERMS

Term	***Explanation***
Anonymous	Refers to anonymous complainants
Closed	Resolution actions are "***Closed***" 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 (CU)	Major Commands, Forward Operating Agencies, and Direct Reporting Units
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 90-301 are complete.
Connectors	And / Or
Criteria	The combination of a complaint field, operators, and search string
Discarded	The IG determined that the complaint is a duplicate or entry error. The system 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 Number (or FRNO)	A unique numeric identifier assigned to each case file by ACTS when the ACTS file is created.
Notify	An action which creates an alerts for both the sender and receiver when a case 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 resolution
Open Date	The date the complaint entered the Air Force IG system. Record the date the 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 - Substantiated investigation - Not substantiated investigation - Dismissed – automatically generated - Referral – automatically generated - Assist – automatically generated - Discarded—Entry Error - Discarded—Duplicate
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

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

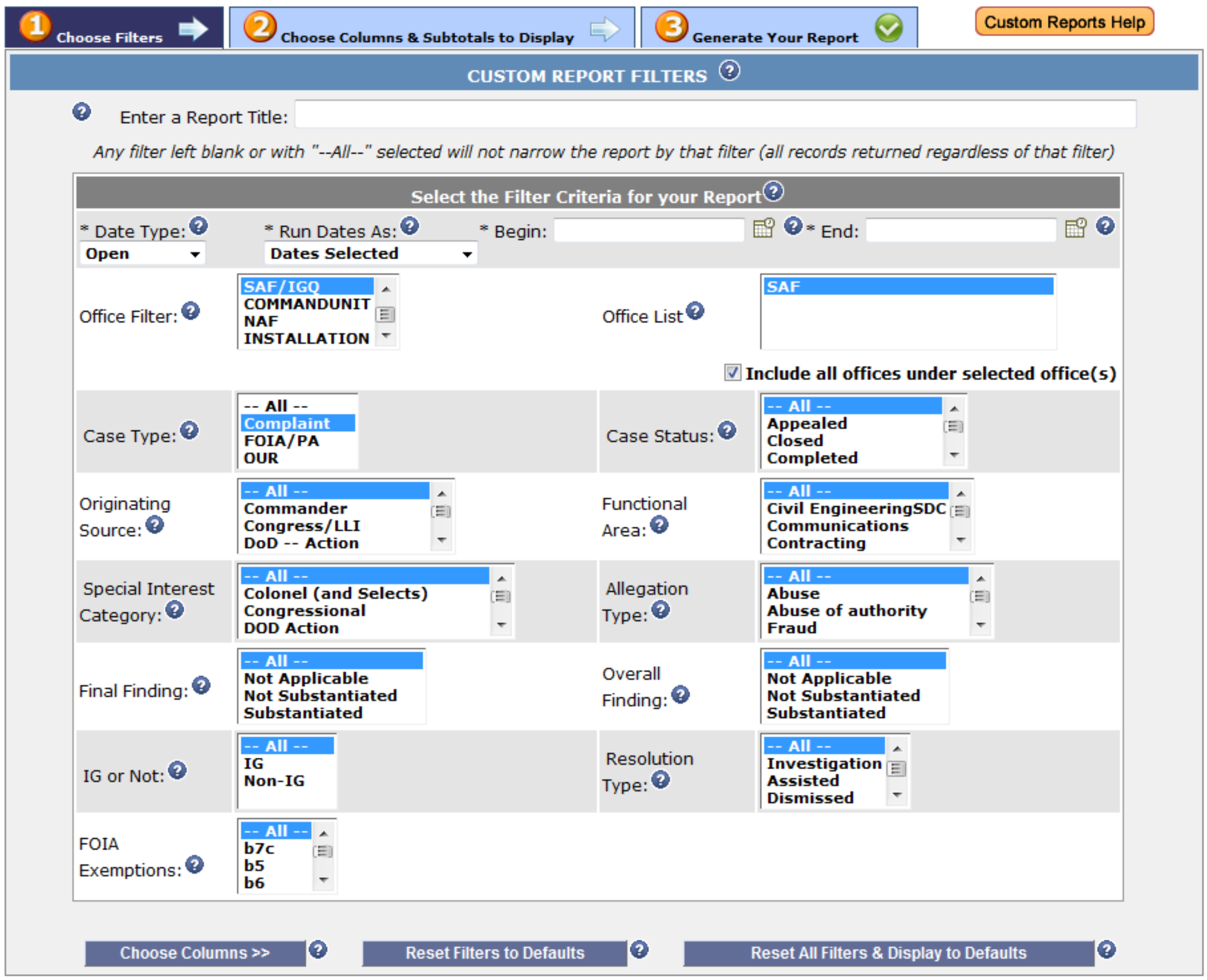
13 December 2013

Table of Contents

1. Filter Fields

1.1 Overview

Tab 1 – Choose Filters:



Field Name	Description	Notes
Enter a Report Title	This is the title that will be displayed at the top of your generated report.	**Report Title defaults to blank**, but 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

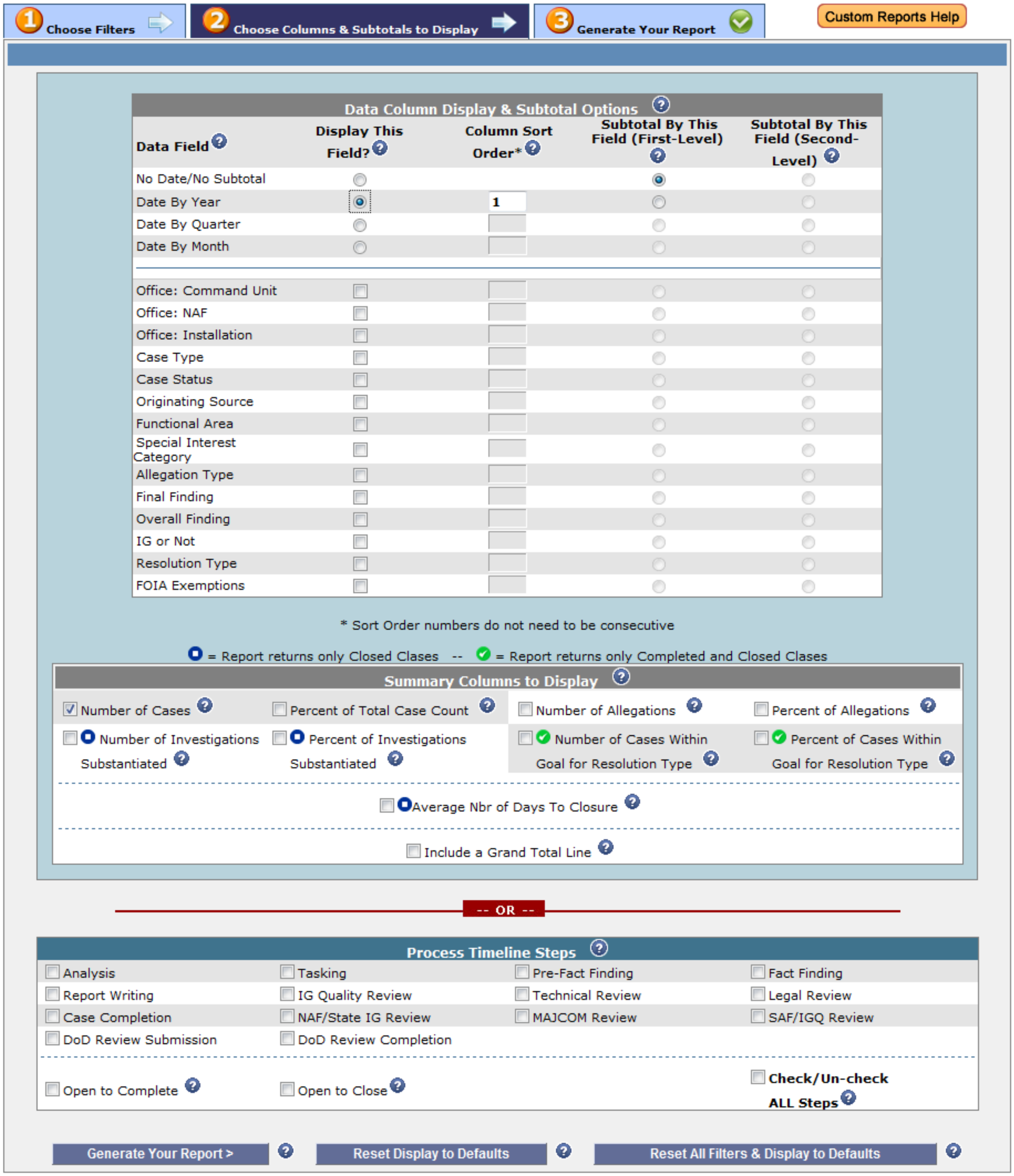
		(EXAMPLE: "Substantiated Fraud Cases By Command Unit").
Filter Criteria	Whatever you select in the Filters tab will narrow the result set of your generated report	
Date Type	Report will generate only cases with the selected Date type Options: • Open • Completed • Closed The date range (Begin-End) is based upon this date field. Report will generate only cases with the selected Date type Options.	You can only select one at a time. **Defaults to "Open". This field is required.** (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	Options: • **Dates Selected:** Allows manual entry Begin/End Dates • **YTD (Year To Date):** Displays 01-Jan through Current Day • **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. • **Month-to-Date:** Sets the first day of the month as the begin date and the current date as the end date. • **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.	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. **Defaults to a Blank Field. This field is required.**
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. **Defaults to a Blank Field. This field is required.**
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: • All • Complaint • FOIA/PA • OUR	**Defaults to Complaint.** 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: • All • Appealed • Closed • Completed • New • Open • Perfected • Under Investigation	**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 – 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	**Defaults to All.** 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.	**Defaults to All.** 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.	**Defaults to All.** 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. Options: • All, • Not Applicable • Not Substantiated • Substantiated	**Defaults to All.** For assistance with the select lists, click Here.
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: • All • Not Applicable • Not Substantiated • Substantiated	**Defaults to All.** For assistance with the select lists, click Here.
IG or Not	Select either All, IG or Non-IG and the system will filter the result set by cases that meet the option selected. Options: • All • IG • Non-IG	**Defaults to All.** For assistance with the select lists, click Here.
Resolution Type	Select one or more Resolution Types and the system will filter the result set by cases that meet the Types selected. Options:	**Defaults to All.** For assistance with the select lists, click Here.

	• All • Investigation • Assisted • Dismissed • Referral	
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:



Field Name	Description	Notes
Data Column Display and Subtotal Options Section	This section will determine what columns and subtotals are displayed on your generated report. Cases with 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

		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.
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.	This option is only available if the 1st 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 grouped together.
Summary Columns to Display Section	This section will determine what Summary Columns will display on your generated report.	
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)

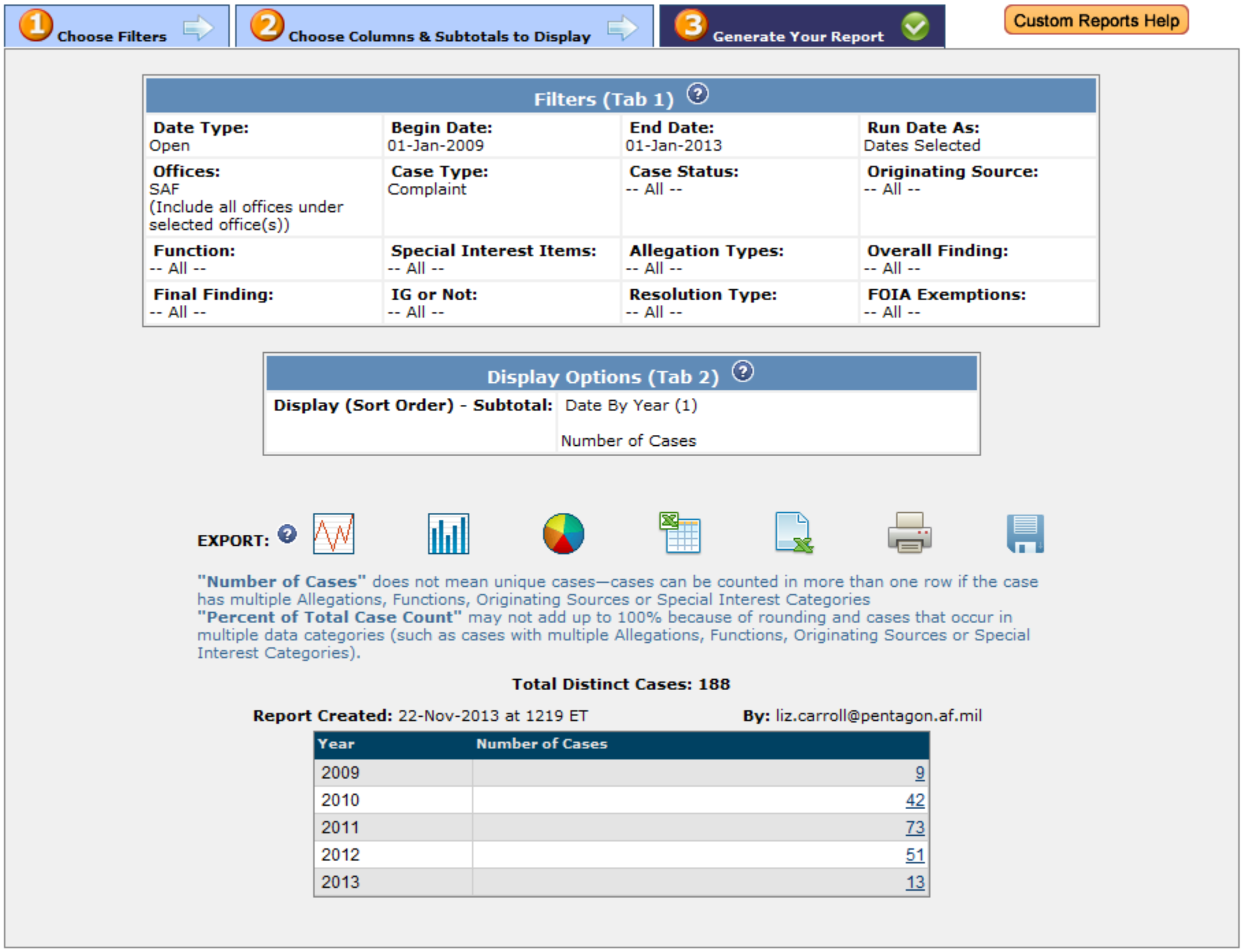
	Number of Cases Completed Within Goal.)	
Number of Allegations	Displays the Number of Allegations returned for specified report criteria. A case can have 0 or more allegations. If specific Allegations are chosen as filters (not "ALL"), only Allegations of the type(s) selected are counted.	
Percent of 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
Process Timeline Steps	This section allows for reporting on step durations for selected Timeline steps. For each selected step, the report will show: 1) Step Name Steps: • Analysis • Tasking • Pre-Fact Finding • Fact Finding • Report Writing • IG Quality Review • Technical Review • Legal Review • Case Completion • NAF/State IG Review • MAJCOM Review • SAF/IGQ Review • DoD Review Submission • DoD Review Completion 2) Average number of days spent in step: (**Selected step End Date minus Previous Step End Date).** Calculates the average # days for each selected step by subtracting the previous step end date from the end date of the step being calculated. 3) Goal 4) Percentage of cases within step goal - calculate percent of cases that meet the goal for the step. Pertains to the 14 steps, i.e. when this option is selected it will pertain to any of selected 14 steps	

	5) Number of Cases that completed this step 6) Number of Cases within goal that completed this step <u>Includes the following additional 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



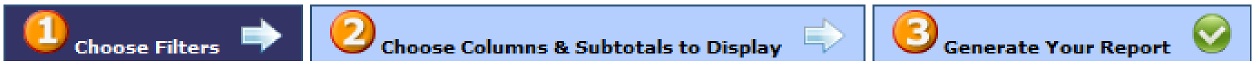
Field Name	Description	Notes
Filters (Tab 1)	This section displays all of the fields you entered / selected to display your generated report	
Display Options (Tab 2) Section	This section displays the options selected for your report.	
Export	Depending on the filters and display options you select, you can export your report as: • Line Chart • Bar Chart • Pie Chart • Export Excel Case Details • Export Excel Case Summary	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

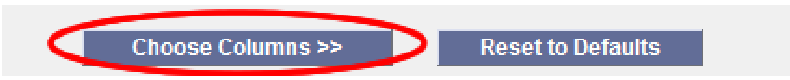
2.1.1 Navigation

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.



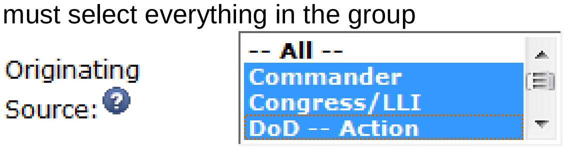
2.1.2 Buttons: Click the Buttons to Proceed to the next Step



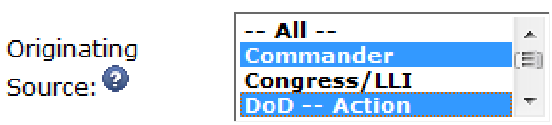
2.1.3 Select Lists: Click the Buttons to Proceed to the next Step

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



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.

	Select a Calendar Date		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		Help Content for Fields
	Report Returns Only Closed Cases		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.

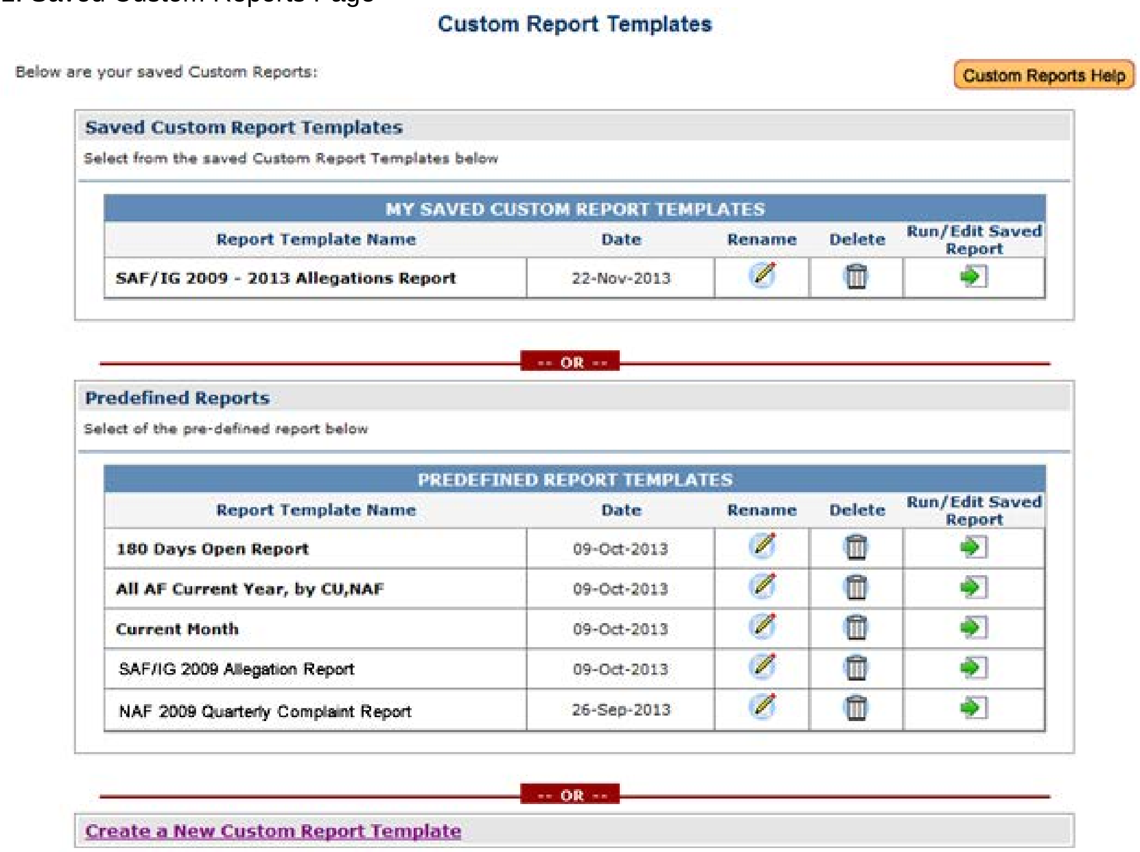
The "Run Dates As" filter will help you create reports that can be saved once and used in the future without the need to change the begin/end dates. The system will automatically change the begin and end dates to be relative to the date the user is running the report. For example, in 2013, you can save 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.

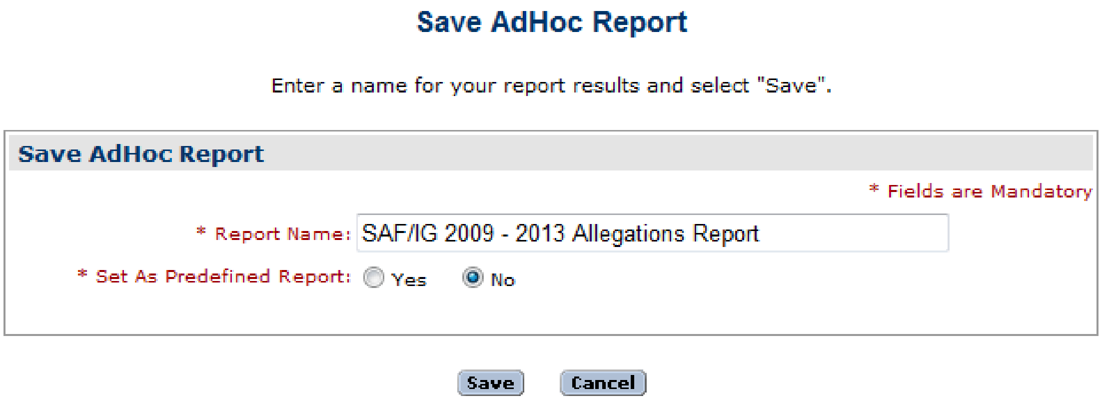
Field Name	Description	Notes
Report Template Name	This is the title that describes what the report generates	If you are creating your own report, the title should be brief but descriptive
Date	This is the date that the Report Template was Saved	
Rename	This icon allows you to change the title of the 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



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 Cancel

NOTES