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CHAPTER 1

GETTING STARTED

This guide has been created to assist you in using iResults™ at your local law enforcement agency. After reviewing this guide, you should be able to:

→ Describe the iResults application, noting the benefits to you and your local crime lab

→ Identify the information that your agency is responsible for maintaining in iResults

NOTE: The icon on the left will be used throughout the manual to point out important information. Pay close attention to what is being highlighted.

What is iResults?

iResults is an Internet-based reporting system your crime lab has provided you with to quickly access the status of requests and copies of your final reports. By setting up a secure website linked to their JusticeTrax® LIMS-plus® application, the lab automatically updates their iResults database whenever a service request is updated. You can now view copies of final reports and even check the status of requests -- all without calling the lab. You get information and updates when you need them. Additionally, your staff and the lab personnel have more time to focus on their other responsibilities.

What is Required for iResults?

Technical Requirements

Your agency users need access to the Internet via Internet Explorer 5.5 (or higher) or Netscape Navigator 6.0 (or higher). The crime lab is responsible for all other system requirements.

CHAPTER 2

USING iRESULTS

This chapter will explain how you can use iResults to check the status of a request and how to view and print final reports. You may have the ability to search for cases by using your Agency Case Number (ACN) or a date range.

Logging Into iResults

Using the login name, password, and website address (URL – Uniform Resource Locator) given to you by your agency's administrator, use the following steps to open the application:

1. Begin from your Internet browser. (iResults functions best with IE 5.5 or higher. It also works with Netscape 6.0 or higher.)
2. In the Address field, type the URL for your iResults site (the following is only an example – it is not a valid site):
   ~~www.SampleLabiResults.com~~   *HTTPS://LIMS.OPS.OHIO.GOV/*
3. Press ENTER.   *IRESULTS/*

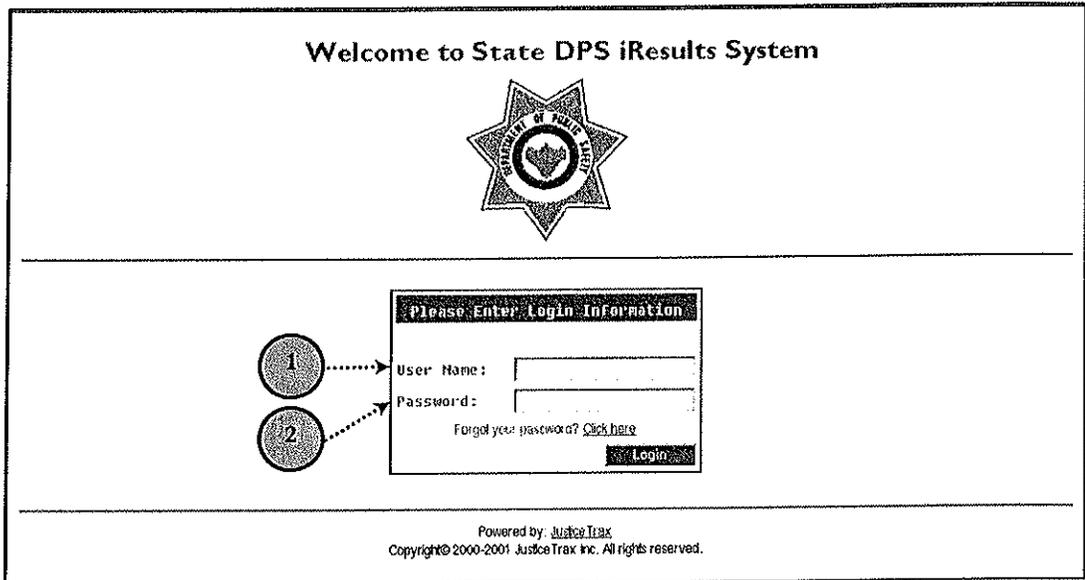You should see a screen similar to the following:

Welcome to State DPS iResults System

Please Enter Login Information

① ....▶ User Name: [   ]

② ....▶ Password: [   ]

Forgot your password? Click here

Login

Powered by: JusticeTrax
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Figure 1: iResults Welcome Screen

FIELD #	FIELD NAME	DESCRIPTION/USAGE	REQ FIELD?
1.	User Name	Type in your iResults User Name. You will receive this initial login information from your agency administrator.	Y
2.	Password	Type in your iResults Password. You will receive this initial login information from your agency administrator. Press **Login** to open your search screen.	Y

NOTE: The first time you log into iResults, you will be required to change your password and also set up a password hint. This may have already been set up for you by your administrator, however you can change it at any time. The following example shows you what you will see the first time you log in. The process of changing your password information is also detailed in *Chapter 3* for future reference.

Figure 2: Agency Rep Initial Login

FIELD #	FIELD NAME	DESCRIPTION/USAGE	REQ FIELD?
1.	Login	This is the login name set up by your administrator. If you want to change it, be sure to limit the new name to 20 characters. *Login names MUST be unique for all iResults users. Be sure to check with your administrator before changing Login names.*	Y
2.	PWD & Confirm PWD	Type in your new iResults Password. You are limited to 10 characters. Press **TAB** to move to the next field and re-type your new password.	Y
3.	Password Hint & Hint Answer	This information allows you to recover your password if you forget it. On the Welcome screen, you can ask for this question, answer it correctly and be allowed to create a new password. Press **TAB** to move through these fields entering a question and answer.	Y
4.	Save	Press this button when you have finished updating your profile. You will then be taken to your search screen.	Y

Searching for Requests

iResults allows you to search for requests by either case numbers or date ranges, however, the ability to search by a date range must be activated your crime lab. Once a request has been located during a search, you can then review its status and if available, print a copy of the final report.

The following is an example of the search screen you will see after logging into iResults.
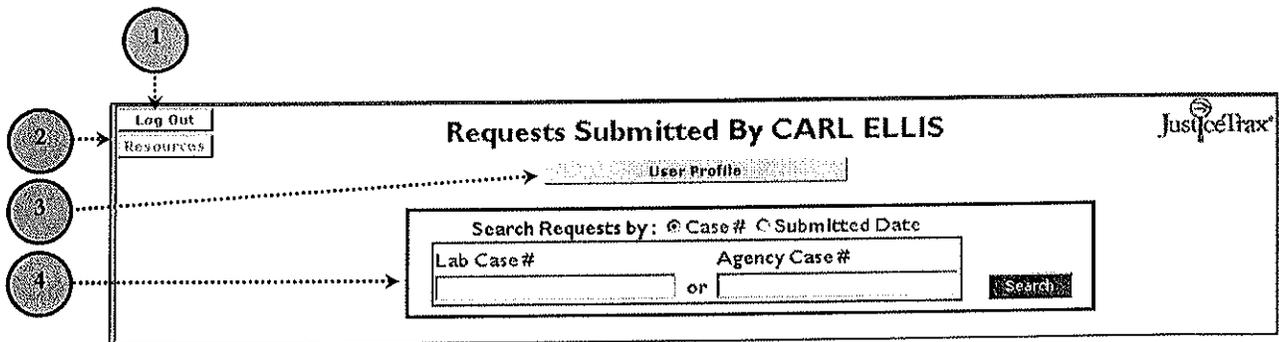

Requests Submitted By CARL ELLIS Justce Trax®

Log Out
Resources

User Profile

Search Requests by: ◉ Case # ○ Submitted Date

Lab Case #   Agency Case #   Search
          or

Figure 3: Agency Search Screen

FIELD #	FIELD NAME	DESCRIPTION/USAGE	REQ FIELD?
I.	Logout	This button allows you to exit the iResults web site. It logs your user off of the site and returns you to the Welcome screen.	N
2.	Resources	Click on this button if you want to access a page that allows you to download Adobe Acrobat. Acrobat will be required if you want to view reports (which are saved in PDF format). The page also has links to sites where you can upgrade your IE or Netscape browser. It also lists contact information for iResults. Refer to *Chapter 3* for more information on this feature.	N
3.	User Profile	This button opens your iResults profile, where you can change your password or set up a password hint. Refer to *Chapter 3* for information on this feature.	N
4.	Search Criteria	This section is used to specify your search criteria. If you are not authorized to search by date ranges, that option will not be displayed.	N/A

Searching by Case Numbers

One way to search for case status is to use a case number. This can either be the laboratory's case number or your internal agency case number.

Begin from the Agency Search screen.
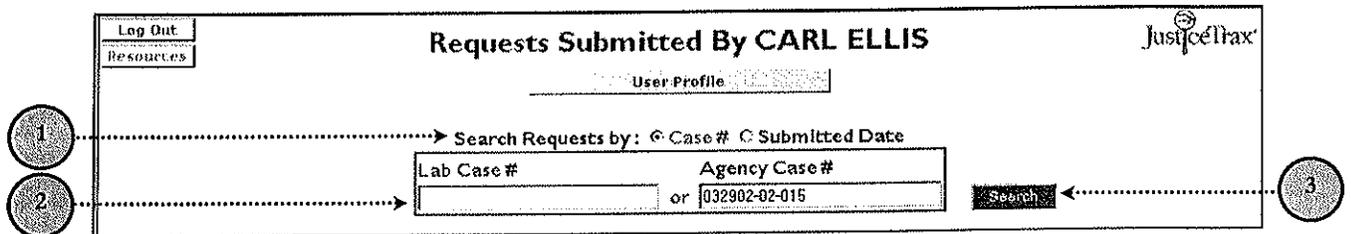
Figure 4: Search by Agency Case Number

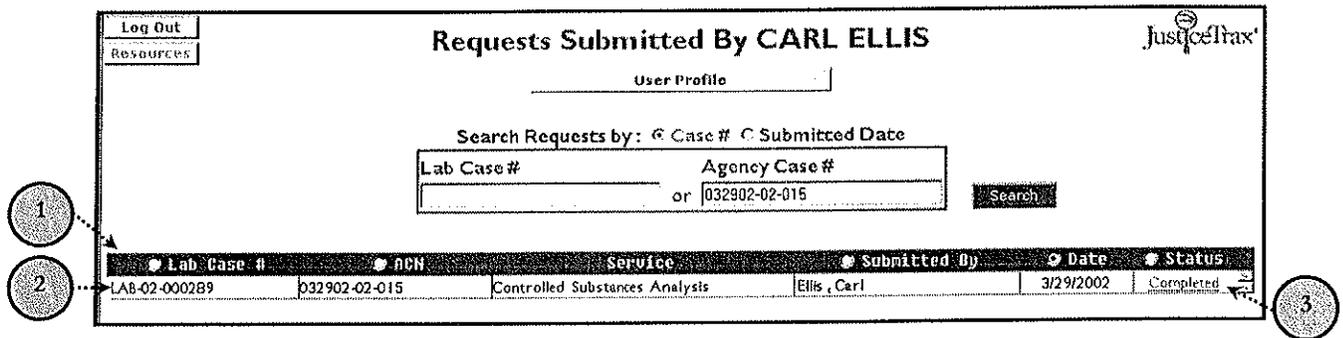| FIELD #	FIELD NAME	DESCRIPTION/USAGE	REQ FIELD?
1.	Search Requests By:	Select the appropriate choice for your search. For this example, the option for Case # is marked.	Y
2.	Lab Case # or Agency Case #	When searching by a case number, you can specify either the crime lab's case number or your own internal case number. For this example, an agency case number has been entered.	Y
3.	Search	Once you have made your selections, press this button to initiate the search.	Y

Figure 5: Searching by Case Number Results

FIELD #	FIELD NAME	DESCRIPTION/USAGE	REQ FIELD?
1.	Column Headings	All matching records will be displayed in a table that can be sorted by the following column titles. Click on the appropriate one: → Lab Case # → ACN (Agency Case Number) → Submitted By → Date → Status.	N
2.	Matching Case Records	Each analytical request for the case will be displayed in this table. Requests are listed separately as the lab processes them individually. You will be able to see the status of each one.	N/A
3.	Status Field	This column displays the status for the corresponding request. There are four options: → Received – the request has been logged into the lab's LIMS-plus system → In Progress – the request has been assigned to an analyst and is being processed → Completed – all analysis has been completed and the final report has been generated → Cancelled – the request has been cancelled and is no longer active	N/A

Searching by Date

Another option you can use to find a particular case is to search using a date range. This is helpful if you don't know the exact format used when entering the agency's case number.

NOTE: Your crime lab must activate this feature; it is not automatically available. If this option does not appear on your search screen, ask your agency's administrator to check with the lab's administrator.

Figure 6: Search by Date

FIELD #	FIELD NAME	DESCRIPTION/USAGE	REQ FIELD?
1.	Search Requests By:	Select the appropriate choice for your search. For this example, the option for Submitted Date is marked.	Y
2.	From, To, & Status	When searching by a date you need to specify beginning and ending dates. For this example, a search is being done from 1/1/02 to 05/01/02. The Status field is optional. It allows you to narrow your search results. Your options include: → Received → In Progress → Completed → Cancelled	Y
3.	Search	Once you have made your selections, press this button to initiate the search.	Y

Figure 7: Search by Date Results

FIELD #	FIELD NAME	DESCRIPTION/USAGE	REQ FIELD?
1.	Column Headings	All matching records will be displayed in a table that can be sorted by the various column titles. Click on the appropriate radio button: → Lab Case # → ACN (Agency Case Number) → Submitted By → Date → Status.	N
2.	Matching Case Records	Each analytical request for the case will be displayed in this table. Requests are listed separately as the lab processes them individually. You will be able to see the status of each one.	N/A
3.	Status Field	This column displays the status for the corresponding request. There are four options: → Received – the request has been logged into the lab's LIMS-plus system → In Progress – the request has been assigned to an analyst and is being processed → Completed – all analysis has been completed and the final report has been generated → Cancelled – the request has been cancelled and is no longer active	N/A

Viewing a Final Report

Reports are generated when analysis has been completed and results are entered and approved. When these functions occur within the lab's system, the status in iResults will update to "completed" and a PDF (Adobe's Portable Document Format) copy of the report will be available to you.

Figure 8: Agency Case Number Search Results

FIELD #	FIELD NAME	DESCRIPTION/USAGE	REQ FIELD?
1.	Status	Click on the word "Completed" to open the report.	Y

STATE DEPARTMENT OF PUBLIC SAFETY
CRIME LABORATORY

Lab Case #: LAB-02-000289

Request: 0001

Page 1 of 1

Blood Alcohol Report

August 31, 2001

Chief Paul Jones
Chandler
100 Arizona Ave
Chandler , AZ

Suspect: DAVID JOHNSTON

REFERENCE- Agency Case # 03902-02-015

REQUEST FOR ANALYSIS

On 8/31/2001 it was requested that the Blood Alcohol section perform the following analysis:
Blood Alcohol Analysis. This examination was completed on 8/31/2001.

EVIDENCE

On 8/31/2001 at 12:59 PM, Diane Arriola received the following evidence from the Chandler via Carl Ellis:

Evidence Submission 0001   Blood tube

BLOOD ALCOHOL ANALYSIS

Individual	Result
DAVID JOHNSTON	0.07

CC:
Officer Deanna Smith
100 Arizona Ave
Chandler , AZ

Diau Anola

This report represents the analytical results of the examinations performed on the items of evidence in this case. It should be noted that this report does not represent all documentary items contained in the master file. Should additional material be required for court purposes, please contact the laboratory as soon as possible.

Figure 9: Sample Final Report

Printing a Final Report

Once you've opened a report in Acrobat Reader, you have the ability to print a hard copy or save the file. Use the toolbar at the top of the screen to make your selections.

Save to File

Print Report

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CHAPTER 3

ADMINISTERING iRESULTS

While your crime lab administers the majority of iResults features, there are some functions that should be the responsibility of your agency. For users, these include changing passwords, setting up password hints, downloading Adobe Acrobat Reader, or updating an Internet browser. Your agency administrator may also need to set up the initial login names and passwords for each user.

Changing Your Password

When your user is initially set up in iResults, it will be assigned a login name and password. For security purposes the password *must* be changed after the initial login to maintain confidentiality. You may periodically change your password to maintain this confidentiality.

At any time after the first time you log in, begin on the Agency Search screen.

Log Out Resources	**Requests Submitted By CARL ELLIS**	JustceTrax®
① ··►	User Profile	
	Search Requests by : ⦿ Case # ○ Submitted Date	
	Lab Case # Agency Case #	
	[ ] or [ ]	Search
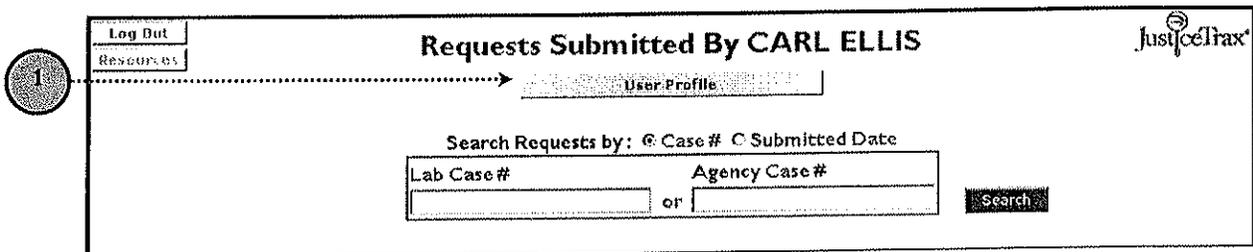
Figure 10: Laboratory Main Page, Agency List

FIELD #	FIELD NAME	DESCRIPTION/USAGE	REQ FIELD?
1.	User Profile	Click on this button to open your profile.	Y

Figure 11: User Profile

FIELD #	FIELD NAME	DESCRIPTION/USAGE	REQ FIELD?
1.	PWD & Confirm PWD	Type in the new password and press **TAB** to move to the next field to confirm your entry.	Y
2.	Save	Press this button to save your new password.	Y

Setting up a Password Hint

In the event that you forget your password, iResults has a reminder feature for you to use. On your profile you create a question and answer that will allow you to reset your password. When you log into iResults the first time, this information is required. It becomes optional any other time you access your User Profile, however, it is recommended that you continue to use this feature.

Login into the website and begin on the agency search screen.
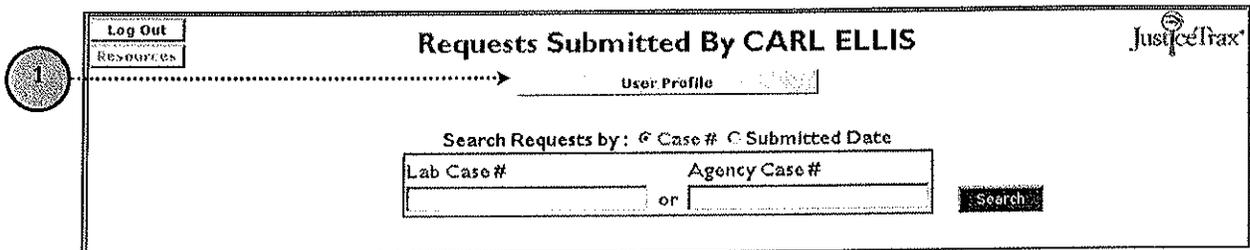
Figure 12: Laboratory Main Page, Agency List

FIELD #	FIELD NAME	DESCRIPTION/USAGE	REQ FIELD?
1.	User Profile	Click on this button to open your profile.	Y
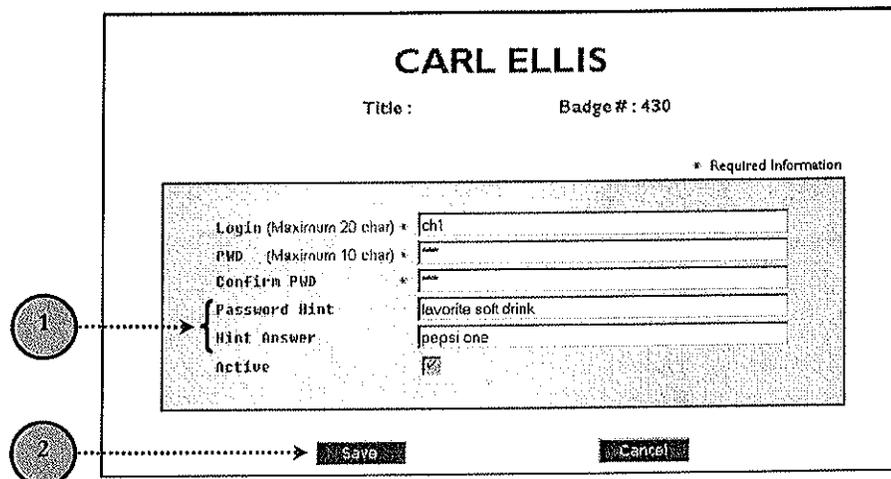
Figure 13: User Profile

FIELD #	FIELD NAME	DESCRIPTION/USAGE	REQ FIELD?
1.	Password Hint & Hint Answer	Type in a question and answer that you can answer if you forget your password.	N
2.	Save	Press this button to save your entries.	N

Using the iResults Resource Page

The Resource Page has been compiled to provide you with an easy source for links to other software that you will need to effectively use iResults. You will need to have Adobe Acrobat Reader installed to view final reports and a bar code font installed if reports contain bar codes. There are also links to Microsoft and Netscape if you need to upgrade your browser.

From any page on iResults, click **Resources** (the button is located in the top left corner of the screen) to open a new window.

(5)

| Close | **iResults Resources** | JustceTrax® |

(1) ......▶ Adobe Acrobat Reader
This is a free download from Adobe. Follow their on-screen instructions to install Acrobat Reader 5. This is required to view and print reports and only needs to be installed once.

(2) ......▶ Barcode Fonts
Follow the simple instructions to install the necessary files.

Browser Information

(3) ......▶ Microsoft Download Center
We recommend that you view this site using Internet Explorer 5.5 or better. To download a free copy, please click this link to go to the Microsoft Download center.

(4) ......▶ Netscape Navigator Download
Netscape users must use Netscape Navigator 6.0 or better. To upgrade, please click this link.

For assistance, please contact Anna Samat at 680-988-0089.

Figure 14: iResults Resources Page

FIELD #	FIELD NAME	DESCRIPTION/USAGE	REQ FIELD?
1.	Adobe Acrobat Reader	Click on this link if you need to install Adobe Acrobat Reader on your system. You will be connected directly to Adobe's website in a new window. Follow their on-screen instructions to complete the download. Close the new window when you've completed the download. You will only need to download this application once.	N
2.	Barcode Fonts	Click on this link if you need to install the barcode font. The next section describes this process.	N
3.	Microsoft Download Center	Click on this link if you want to update your IE browser. Another window will open connecting you to Microsoft's website. Follow their on-screen instructions and then close the window when you've completed the download. You should be running at least version 5.5.	N
4.	Netscape Navigator Download	Click on this link if you want to update your Netscape Navigator. Another window will open connecting you to Netscape's website. Follow their on-screen instructions and then close the window when you've completed the download. For iResults, you should be running on at least version 6.0.	N
5.	Close	Press **Close** when you have completed your downloads.	Y

Field #	Field Name	Description/Usage	Req Field?
1.	Adobe Acrobat Reader	Click on this link if you need to install Adobe Acrobat Reader on your system. You will be connected directly to Adobe's website in a new window. Follow their on-screen instructions to complete the download. Close the new window when you've completed the download. You will only need to download this application once.	N
2.	Barcode Fonts	Click on this link if you need to install the barcode font. The next section describes this process.	N
3.	Microsoft Download Center	Click on this link if you want to update your IE browser. Another window will open connecting you to Microsoft's website. Follow their on-screen instructions and then close the window when you've completed the download. You should be running at least version 5.5.	N
4.	Netscape Navigator Download	Click on this link if you want to update your Netscape Navigator. Another window will open connecting you to Netscape's website. Follow their on-screen instructions and then close the window when you've completed the download. For iResults, you should be running on at least version 6.0.	N
5.	Close	Press **Close** when you have completed your downloads.	Y

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iResults™ Agency Guide

Downloading the Barcode Font

The following screen details the steps you need to follow when downloading the barcode font. You may find it helpful to make a screen print before beginning the download. It may be easier to follow the instructions with a printed version.
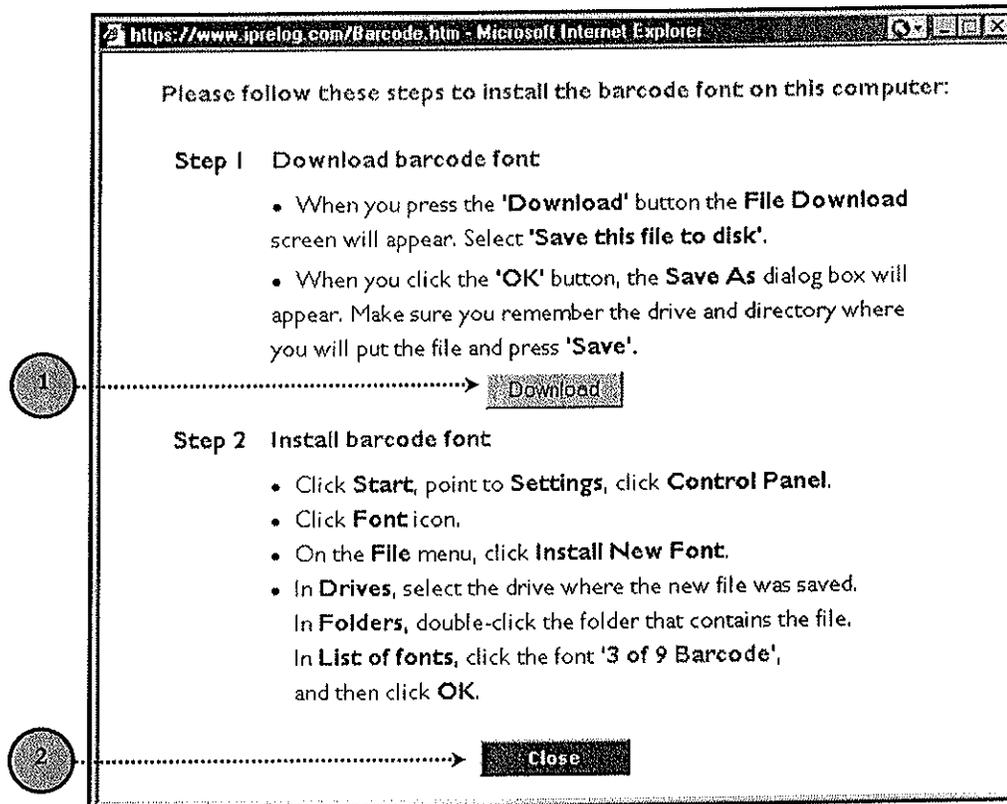

Figure 15: Barcode Download Instructions

FIELD #	FIELD NAME	DESCRIPTION/USAGE	REQ FIELD?
1.	Download	Click on this button to begin the download process. Follow the on-screen instructions in Step #1 to complete the download.	Y
2.	Close	After installing the font by following the instructions on Step 2, press this button to close the window and return to the iResults.	Y

Setting up Agency Representatives

If necessary, as agency administrator you may need to set up your representatives in iResults. Be sure to check with your lab's system administrator to make sure that all representatives are set up in their LIMS-plus system. The list of reps is pulled directly from their database.
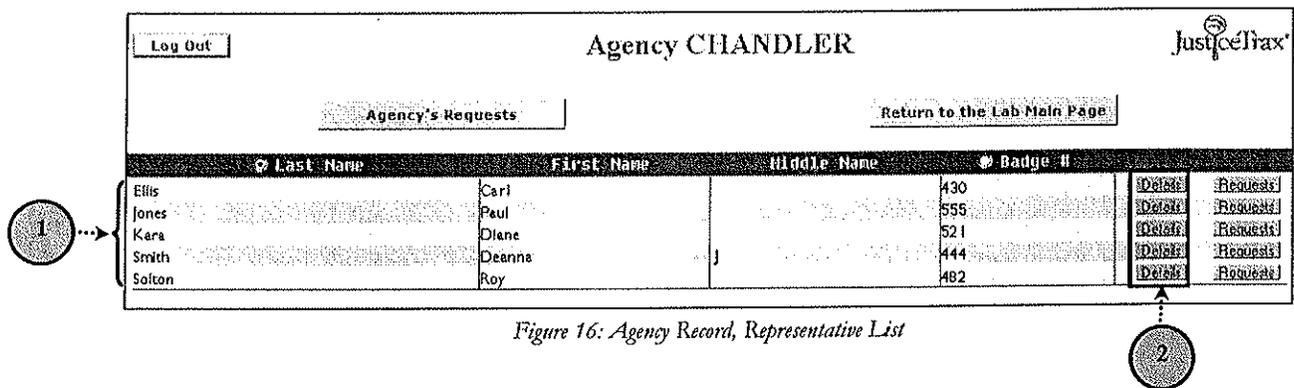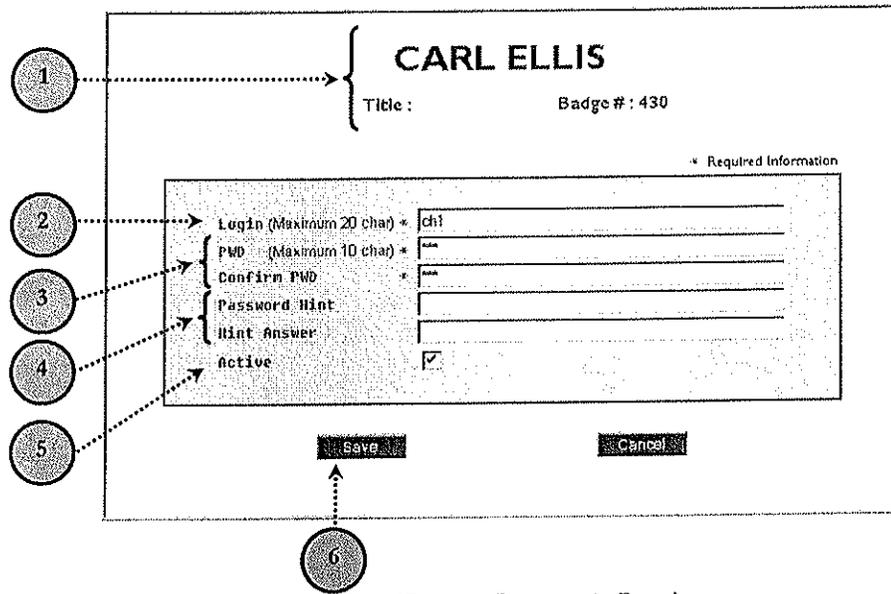
Begin from the Agency Record screen.

Figure 16: Agency Record, Representative List

FIELD #	FIELD NAME	DESCRIPTION/USAGE	REQ. FIELD?
1.	Agency Representatives List	This table displays all agency representatives that have been set up in LIMS-plus. You can sort the list by the Last Name or Badge # (click on the corresponding radio button).	N/A
2.	Details	This button allows you to access an individual rep's iResults record. Press the appropriate one.	Y

Figure 17: Agency Representative Record

FIELD #	FIELD NAME	DESCRIPTION/USAGE	REQ FIELD?
1.	User Name	This data pulls from the user list on the previous screen.	N/A
2.	Login	Create a login for the user. It is limited to 20 characters.	Y
3.	PWD & Confirm PWD	Type in a password for the user. You are limited to 20 characters for this field. [TAB] to the confirmation field and re-type the password.	Y
4.	Password Hint & Hint Answer	These fields allow users to recover forgotten passwords. By answering a predefined question correctly, a user will be given his or her iResults password. You may want to let users create this information on their own.	N
5.	Active	Place a check in the box if you want to activate their new login name and password.	Y
6.	Save	Press this button after completing the user information. It will save your data and return you to the user list.	Y

For assistance with this application please contact your local crime lab.

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