

Email Notification for Completed Reports

Friendly Reminders:

- Reports are no longer going to be mailed to your agency.
- Provide a copy to your prosecutor. Please see “Access for Prosecutors” at the bottom of Page 3 of the pdf document titled “Detailed Portal Training with Helpful Hints”.

Who receives report notifications?

Report Notifications will go to the email address on file for the REQUESTING REP

See p. 2 of this document to see where the Requesting Rep is assigned.

See p. 3 of this document to see how to edit the Agency Rep’s email address and double check the email address is accurate.

*** If the lab assigned your Portal access, please verify there is email address and that it is accurate.

THREE OPTIONS for email address:

1. Investigating Officer: If you want the investigating officer to get notified when the report is completed, use the investigating officer’s email address when setting the officer up as an Agency Rep in Portal.
2. Evidence Officer: If you want the evidence officer to get notified when the report is completed, use the evidence officer’s email address for every investigating officer in Portal.
3. Generic Agency Email Address: Add a generic agency email address for every investigating officer’s email address when setting them up as an Agency Rep in Portal.

Once you’ve received the email notification, log in to Portal to download the report using the Agency Case Number (ACN) provided in the email.

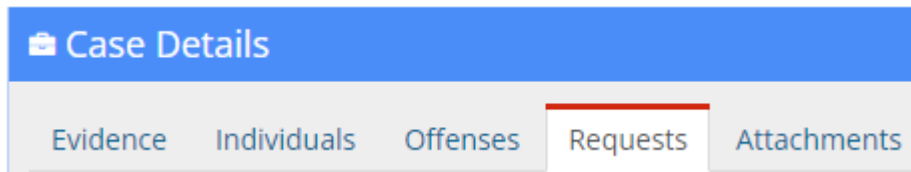
Go to Search - Search by Agency - Type in your ACN (Agency Case Number)

On your Dashboard, you may also go to Released to see all completed reports.

*****Helpful Hint***** The far right-hand column is where you can sort by released date for the newest laboratory reports completed.

Where the Requesting Rep is assigned:

When entering a new case, the Requests tab is the 4th tab over.



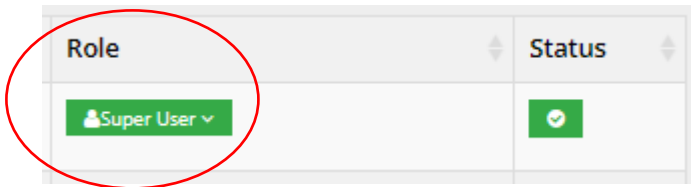
The Requesting Rep is the Investigating Officer.

A screenshot of a "Add Request" form. The form has a title bar with "Add Request" and a close button (X). It contains several input fields: "Discipline" (dropdown menu with "DNA" selected), "Service Type" (text input field), "Requesting Rep" (dropdown menu with "Select..." selected, circled in red), "Complexity" (dropdown menu with "Select..." selected), "Reason" (dropdown menu with "Select..." selected), and "Due Date" (text input field). There is also a "Notes" section with a text area. At the bottom right, there are three buttons: "Save" (blue with a checkmark), "Save & Add Another" (blue with a checkmark), and "Cancel" (grey).

Editing the Agency Rep's Email address.

In Portal under Administration, click Agency Reps.

Find the correct name, and the 2nd column from the right is "Role".

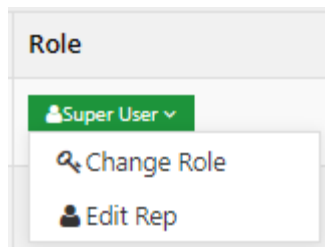


| Role | Status |
|------------|--------|
| Super User | |

Click the down arrow next to the assigned Role.

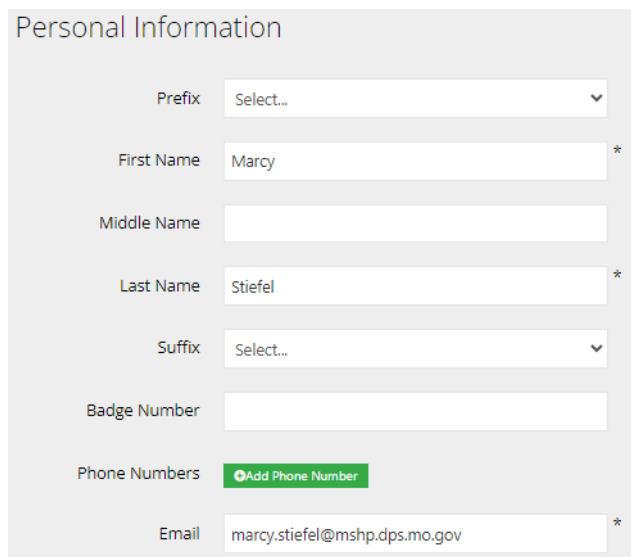
*** Your Agency Rep might not say Super User (see below).

4 types of Roles: Agency Administrator, Case Entry, Super User, and View Requests Only.



Click Edit Rep.

The last entry under Personal Information is where you'll find the email address.



Personal Information

Prefix

First Name *

Middle Name

Last Name *

Suffix

Badge Number

Phone Numbers

Email *

Scroll to the bottom and Click Save.