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eForms DVR Website User Guide for Court Clerks

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ABOUT EFORMS DVR

The eForms DVR application is a comprehensive Domestic Violence Reporting (DVR) System. The purpose of eForms DVR is to accurately, consistently, and electronically record and process facts and circumstances associated with a domestic violence incident/offense. The eForms DVR case management system provides field-based data entry, data validations, electronic case submission, web-based supervisor approval processes, and allows court updates - all through an intuitive interface.

The case management workflow functions using four types of roles.

- 1) The *DVR Law Enforcement Officer role (DVR Officer)* allows users to create, edit, and submit reports through the eForms DVR application. Users with this base role will also access their reports on the DVR website.
- 2) The *DVR Law Enforcement Agency Supervisor role (DVR Supervisor)* allows users to view, approve or reject, and view all their agency's reports.
- 3) The DVR Court-Clerk role (DVR Court) allows court clerks the ability to view, add bond conditions & court updates, and print approved DVR reports in their jurisdiction.
- 4) **The DVR Inquiry** role allows designated personnel to access and view all (statewide) approved DVRs in the DVR system.

The core eForms DVR system is comprised of four processes:

- 1) The Law Enforcement Agency Officer creates and submits the DVR using the eForms DVR application.
- 2) The system transfers the report to the central repository, where the DVR is ready for view by the originator and approval by the supervisor.
- 3) The agency's designated supervisor reviews the DVR using the eForms DVR website and decides to approve or reject the report:
 - a) If the DVR is approved, it becomes available to the appropriate court for further processing.
 - b) If the DVR is rejected, it is electronically returned to the originator for correction and then resubmitted for the law enforcement supervisor's review and approval.
- 4) The system routes the DVR to the DVR website and assigns them to the proper LE users and court clerks.
- 5) The court clerk retrieves the approved DVRs from the website and updates the bond conditions and additional court information.

Note: The Court Clerks only see approved DVRs. The DVRs contain no juvenile information.

ABOUT THIS GUIDE

This User Guide provides instructions for court clerks on how to use the eForms DVR website to view and update DVR forms. For LEs and LE Supervisors, see the Mississippi DVR User Guide for Law Enforcement for instructions on using the eForms DVR application to create a DVR report.

GETTING STARTED

Before you start, you need credentials to access the system. All users must have a CAPSLock account with a court agency to access the MSDVR website.

If your agency or court is registered to use DVR, the system automatically assigns the DVR-Court privilege to each account.

If you need a CAPSLock account, contact your agency's CAPSLock Administrator (CLA). The instructions for adding new users are included in this document. Select the following link <u>Appendix A: Managing Users - CAPSLock Administrator Guide</u> to view these instructions.

If you don't have a CAPSLock Administrator, contact the MS CAPS Support Desk: mscapssupport@ua.edu.

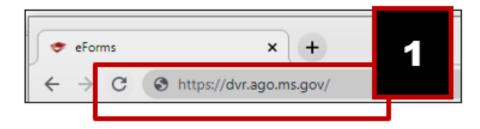
GETTING ACCESS

If your organization does not have a CAPSLock Administrator, send an email requesting a DVR account to the MS CAPS Support Help Desk – mscapssupport@ua.edu. Your email must include the following for each user:

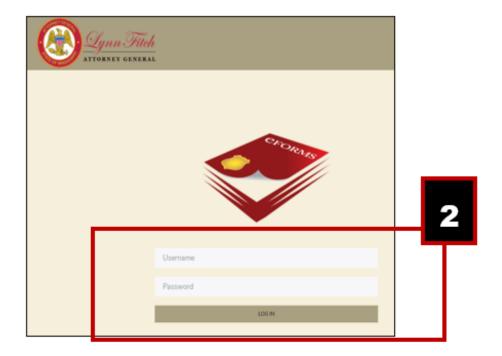
Agency or Organization Name	
Phone #	
First Name and Last Name	
Unique Email Address	
Position/Rank	
DVR Role	Court Clerk

LOGGING IN TO EFORMS DVR WEBSITE

1. Enter the website's URL or select the bookmark on your browser to access the DVR website login page. https://dvr.ago.ms.gov



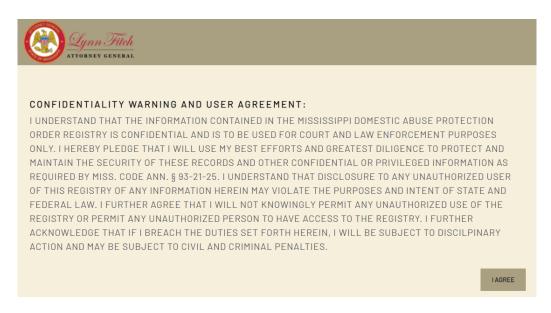
2. Enter your username and password, then select the log in button.



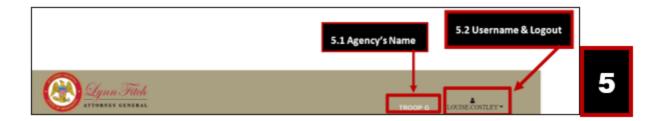
- 3. The system prompts you to select your organization name.
 - 3.1. Select your organization from the drop-down list of organizations then,
 - 3.2. Select the Log In button.
 - 3.3. If you do not see your organization, select the Back to Username/Password button to exit. Then, contact your CLA or the mscapssupport@ua.edu.



4. Each time you log in, you must read the MS AGO's DVR Confidential Warning and User Agreement. Upon agreeing to the terms of the MS AGO's DVR Confidential Warning and User Agreement, select the 'I AGREE' button to agree with the terms.



- 5. The system displays DVR forms with the following features:
 - 5.1. Your agency's name
 - 5.2. Your username. The Log Out button is located just below your username.
 - 5.3. Select the down arrow to view the Log Out button.



DOMESTIC VIOLENCE REPORTS MENU

The DVR list first shows the report selection menu based on the system assigned role.

- Agency Reports DVR Officer (only see reports created by the officer), DVR Supervisors, and DVR Inquiry
- All Approved Reports DVR Supervisors, DVR Inquiry, and DVR Court (Agency's Court Clerk)

The DVR Court-Clerk role (DVR Court) allows court clerks the ability to view, add bond conditions & court updates, and print approved DVR reports in their jurisdiction.



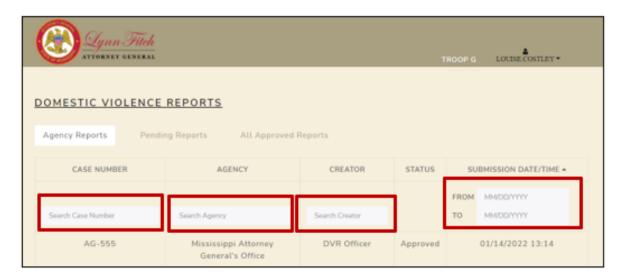
The DVR list displays reports by their case number, agency, report creator, current status, and the submission date and time.



SEARCH FOR DVR

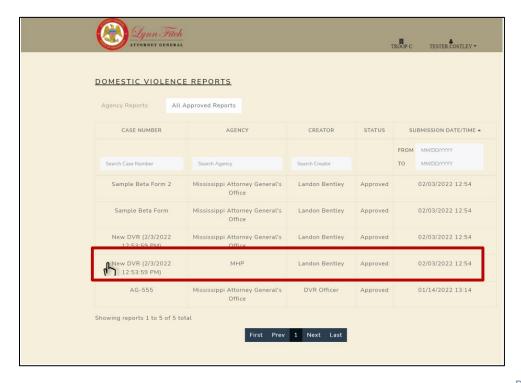
You can search for a DVR by Case Number, Agency Name, DVR Creator, DVR Status, and Submission From/To Date Range.

- 1. Enter a search criterion in one or more of the search boxes.
- 2. The system displays the reports that match the entered criteria.
- 3. Select the report to view its details.



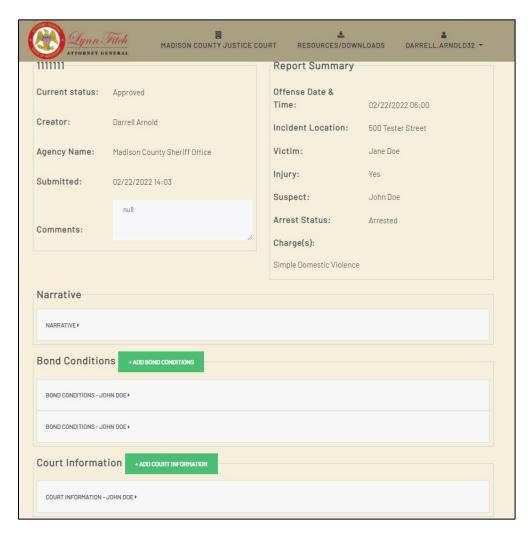
VIEWING THE DVR

Locate the DVR and then select it to view the report's details.

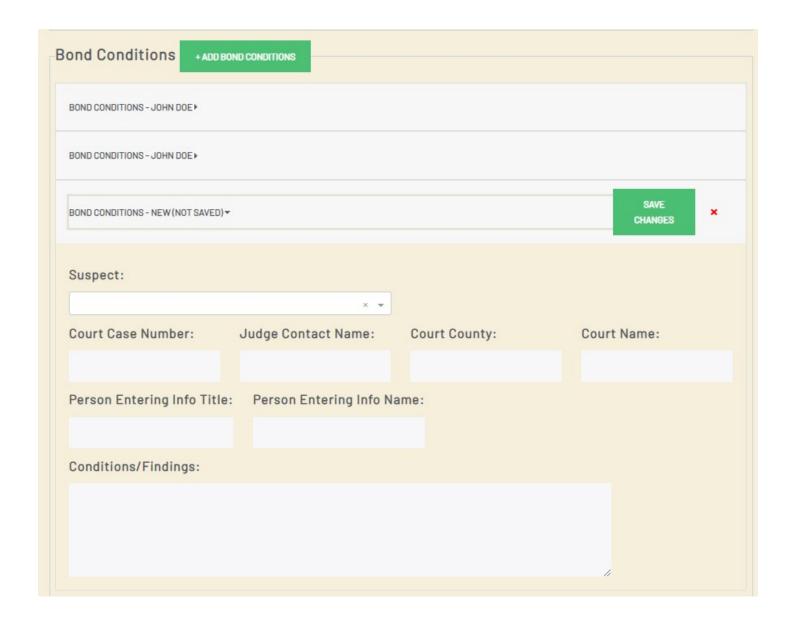


ADDING & EDITING BOND CONDITIONS & COURT INFORMATION

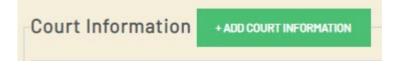
The court clerk is responsible for completing the bond conditions and court disposition information of the DVR form. Users can edit their own entry but must provide notes as to why they edited. The system logs each entry and the date and time of the entry.



- 1. Select the DVR from the list of approved reports.
- 2. Scroll to the **Bond Conditions** section, verify the information provided by the originator, and add updates, if necessary.
- 3. Add a Bond Condition by clicking on the "Add Bond Conditions" button.

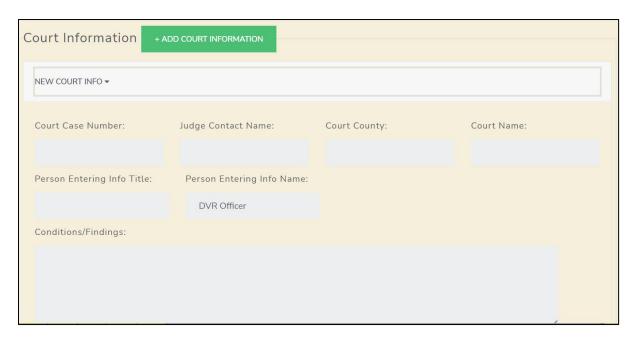


4. Next, scroll to the **Court Information** section and select the 'Add Court Information' to update the DVR.

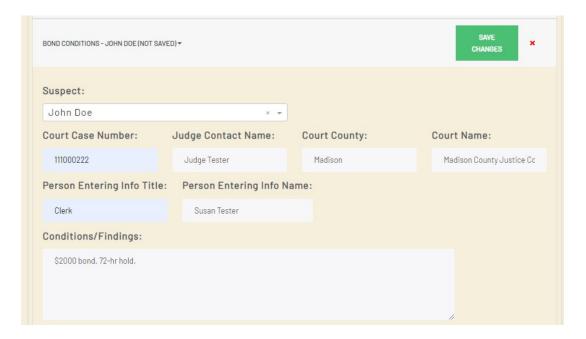


- 5. For both sections, enter the following information:
 - 5.1. Law Enforcement Case No.
 - 5.2. Name
 - 5.3. Court Case Number
 - 5.4. Judge's Name

- 5.5. Court County
- 5.6. Court Name
- 5.7. Date of Court
- 5.8. Statute #
- 5.9. Disposition
- 5.10.Condition/Finding
- 5.11. Name of Person Entering Information
- 5.12. Person's Title



6. Select the Save button to save your entry.



ADDING ADDITIONAL ENTRIES AND EDITING A COURT DISPOSITION/BOND CONDITION ENTRY

The court disposition and bond condition information can be added at any time, and there is no limit on the number of updates that can be added to a DVR. Once the court clerk updates the court disposition and bond conditions, that information becomes available for all MSDVR users to view.

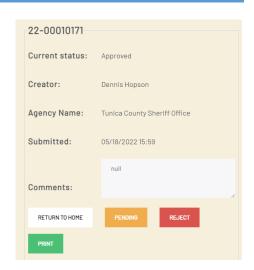
Court clerks may edit their own court disposition and bond condition entries as needed by clicking on the Edit button at the top of any entry they made to a DVR report.

Every time a DVR is updated or viewed, an entry is made to the audit trail (see next section).

PRINTING THE DVR

To print an official copy of an approved MSDVR report, you will need to access and locate it on the MSDVR website (https://dvr.ago.ms.gov). Only approved reports can be printed for official purposes and only from the website. You cannot print partially completed or completed forms from the eForms DVR application installed on your computer.

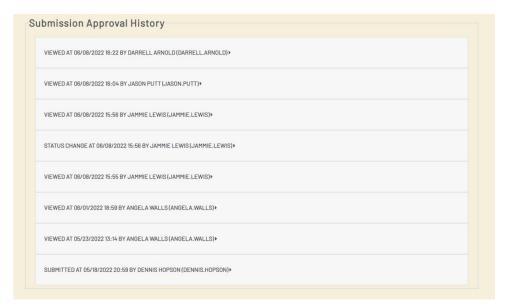
Locate the report using the tools described in the previous section. Pull up the case details and click the Print button at the top near the case summary section. This will open the report in Adobe PDF format in another browser tab and/or download the PDF directly to your computer's Downloads folder. The report will be on official Mississippi Attorney General's Office letterhead with the state seal at the top.



SYSTEM AUDIT TRAIL

MSDVR implements a robust audit system which tracks each time a DVR report is uploaded, accessed, viewed, approved/rejected, updated by courts, and printed. The user's name, date, and time will be stamped for all these actions.

To view the audit trail, scroll to the very bottom of the case details page.

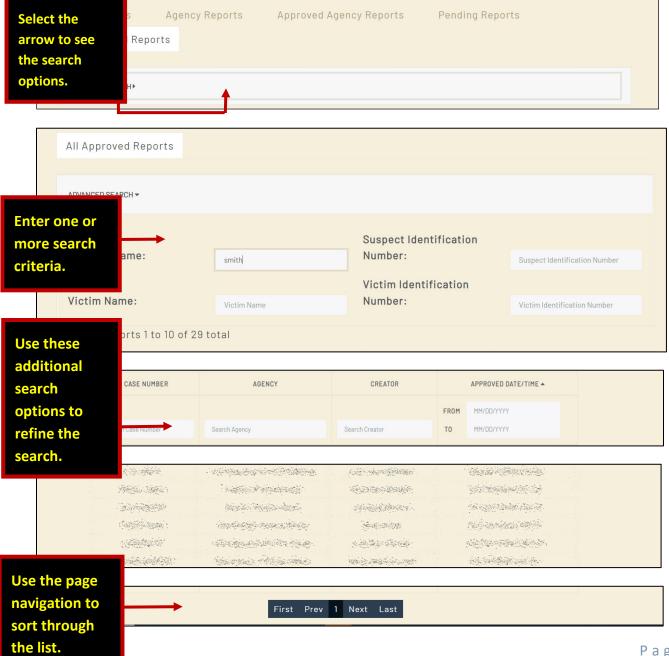


ALL APPROVED REPORTS - ADVANCED SEARCH

Once the supervisor approves the report, it appears on the 'All Approved Reports' page. This page also provides the ability to search for reports by suspect name, suspect identification number, victim name, and victim identification number.

APPROVED REPORTS SEARCH OPTIONS

If necessary, select the arrow in the 'ADVANCED SEARCH' box to expand the search options. Then, enter a search criteria in the boxes provided and the system displays the total number of reports found and search results. If multiple reports are listed, use the additional search boxes to refine your search.



LEGACY DATA

To access ReportBeam legacy reports click on the "Search ReportBeam" button located at the top right-hand corner of the page.



GETTING HELP

AGO CONTACTS AND RESOURCES

Court clerks with questions about MSDVR processes and to learn more about Victim Assistance options, please visit the Mississippi Attorney General's Office website's Bureau of Victim Assistance section:

https://www.ago.state.ms.us/divisions/bureau-of-victim-assistance/ or send an email to: victimassistance@ago.ms.gov

MS CAPS HELP DESK

If you have a question or would like to report an issue with the MSDVR website, send an email to the MS CAPS Help Desk - mscapssupport@ua.edu. Select and copy the form to your email.

Name	
Agency	
Phone #	
Email	
Question or Describe the	
Describe the	
Issue	

APPENDIX A: MANAGING USERS - CAPSLOCK ADMINISTRATOR GUIDE

Below is the entire CAPSLock Administrator Guide for managing users. We placed it here for convenience.

ABOUT CAPSLOCK

This document is intended for agency administrators to use as a guide for setting up new users in the CAPSLock User Authentication System.

CAPSLock is a web application accessible through a web browser using the URL:

https://capslock.dps.ms.gov/admin

You must have the CAPSLock administrator privilege to use this site.

Personnel wanting to become agency administrators should contact the Mississippi Help Desk to have their account setup.

Mississippi MOVE Help Desk 662-368-2483 mscapssupport@ua.edu

Court clerks do not need to use the eForms DVR application to view and update cases. Supervisor and court-related functions will be completed using the DVR website (https://dvr.ago.ms.gov), not the eForms DVR application installed on police officers' computers.

All MS courts should have their own CAPSLock Administrator to create and manage user accounts. Court clerks should contact their agency's designated CAPSLock Administrator to set up their account to access the DVR website. There is a separate guide for court users and court CAPSLock Administrators.

GETTING STARTED WITH CAPSLOCK

A user must also have a CAPSLock account before accessing the **eForms DVR** – **Domestic Violence Report** website. The website address to manage submitted DVR reports is:

https://dvr.ago.ms.gov

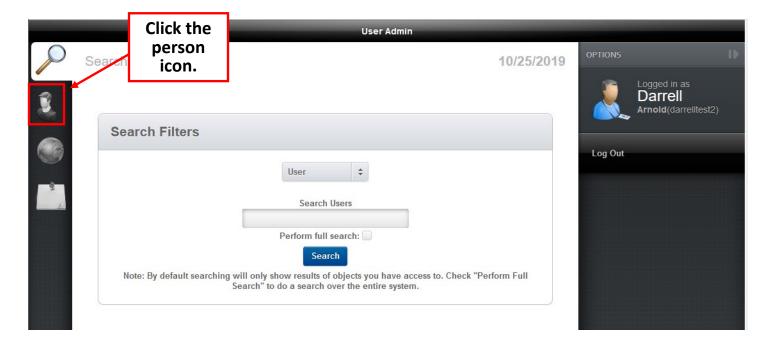
By default, all court agencies are assigned the DVR Court privilege, so there is no need to assign any roles to anyone in your agency. By creating their accounts, your agency's users will inherit the DVR Court privilege and will have access to the DVR website.

SETTING UP NEW USERS FOR YOUR AGENCY

Login to https://capslock.dps.ms.gov/admin (NOTE: If this is your first time logging into CAPSLock, the system prompts you to finish setting up your user account.)



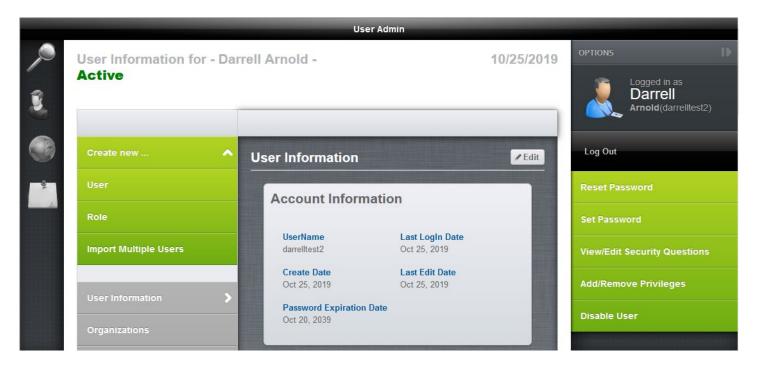
2. Click on the person icon located in the top left-hand corner of the screen:



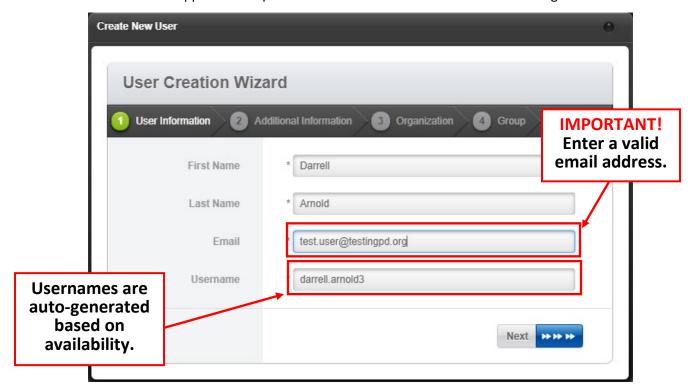
3. Click the "Create New" button:



4. Select "User" from the dropdown list:

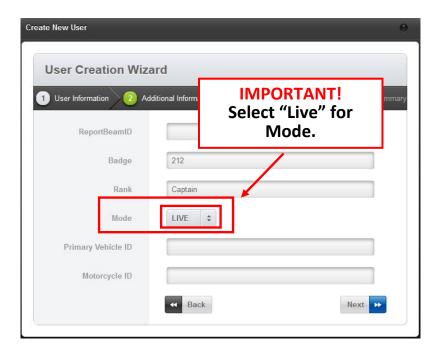


5. The User Creation Wizard appears. Complete the User Information section before clicking the Next button.

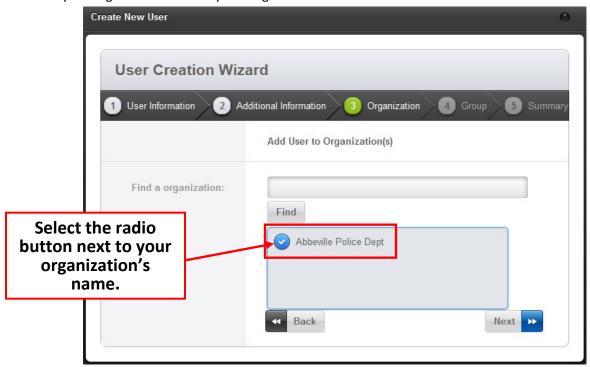


NOTE: You must enter a valid email address. Two notification emails will be sent to this user – one containing their username and the other containing their temporary password.

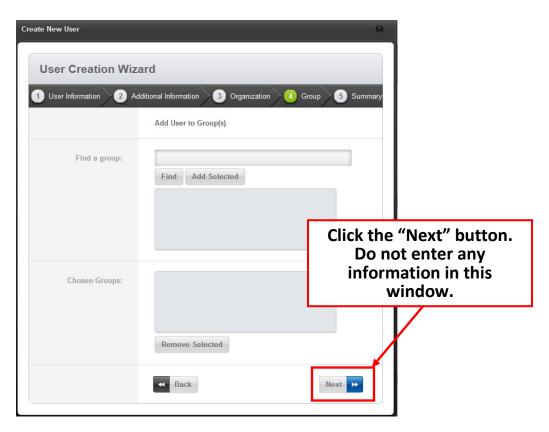
6. Enter Badge ID, Rank, and be sure to select "Live" from the Mode drop-down list.



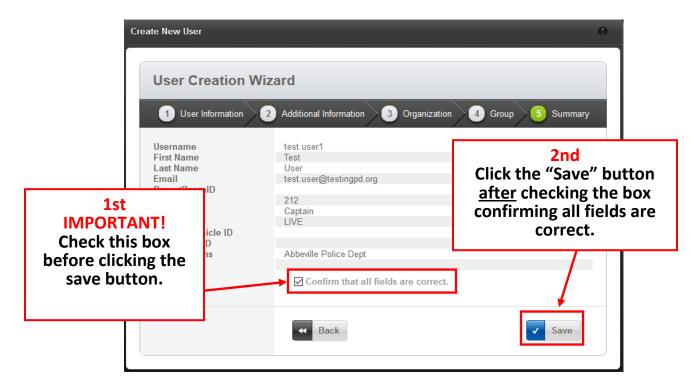
7. Select your organization name by clicking on the radio button:



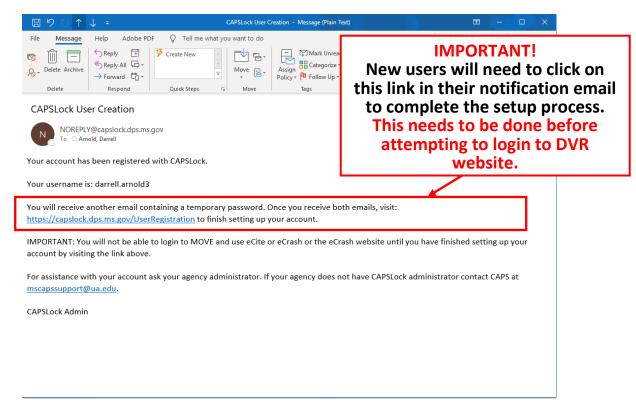
8. Do not enter anything in the Group tab:



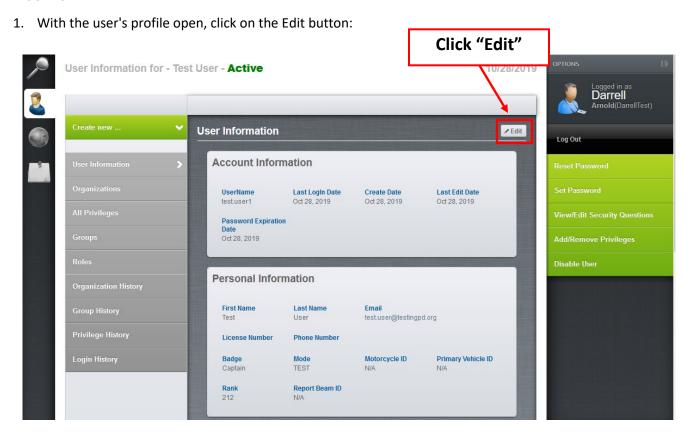
9. Verify all information is correct, and then check the box next to "Confirm that all fields are correct." Then, click the Save button to complete the process.



New users will receive two emails: one containing their username and the other with their temporary password.

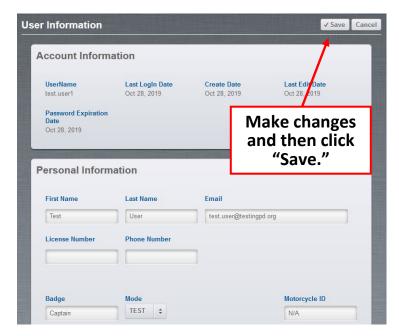


EDIT USERS



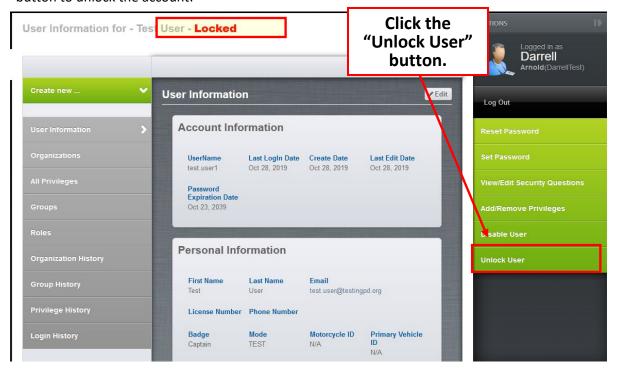
Make changes as needed, and then click the Save button. NOTE: You cannot change the username.

Contact support at: mscapssupport@ua.edu if you need to change the username.



UNLOCKING USER ACCOUNTS

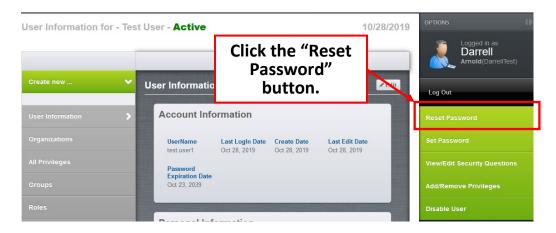
1. View the user's profile. The word 'Locked' appears next to the user's name at the top. Click on the Unlock User button to unlock the account:



NOTE: Most likely, the user forgot their password, it expired (later revision of CAPSLock), or they did not receive their temporary password. In this case, it is advisable to go ahead and reset the user's password while you have the profile open (see next section).

RESETTING PASSWORDS

1. Open the user's profile and click on the Reset Password button:

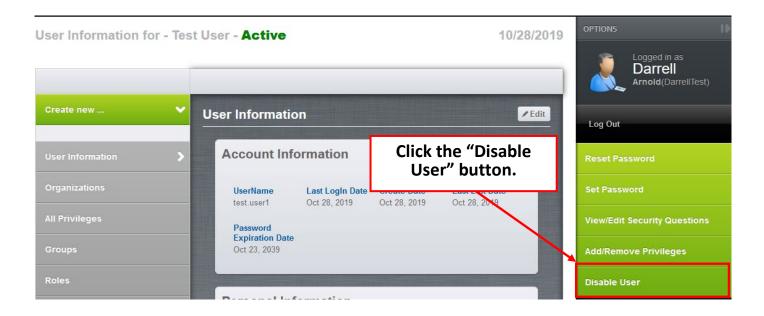


NOTE: The user will receive an email with a temporary password. If no email is received, verify the email address on record for this account.

DISABLING ACCOUNTS OF EMPLOYEES NO LONGER WITH YOUR AGENCY

Use the Disabling Accounts features when a member is no longer employed with your agency or restrict their usage of their assigned CAPS applications.

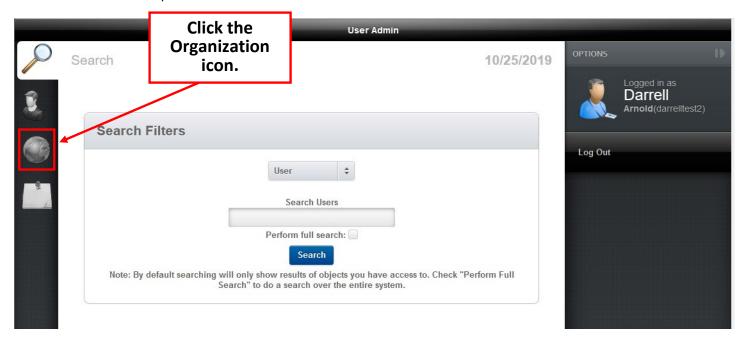
1. Open the user's profile and click on the Disable User button:



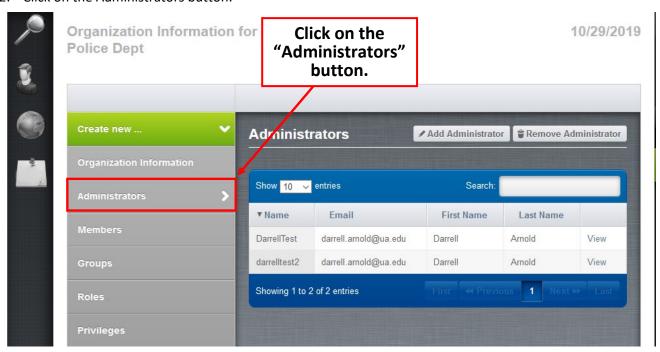
ADDING/SUBSTITUTING CAPSLOCK ADMINISTRATORS

You may find it necessary to add other members as CAPSLock administrators so they can assist in managing users for your organization. **NOTE: Only current CAPSLock Administrators or CAPS Support can add administrators to your organization.**

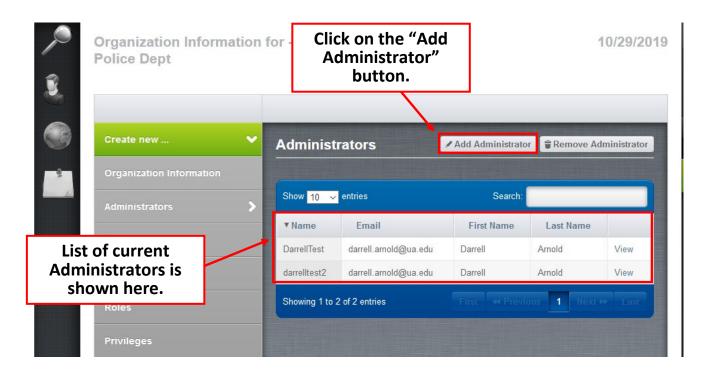
1. Login to the CAPSLock admin portal (https://capslock.dps.ms.gov/admin) and click the Organization icon (globe) located in the top left-hand corner of the screen:



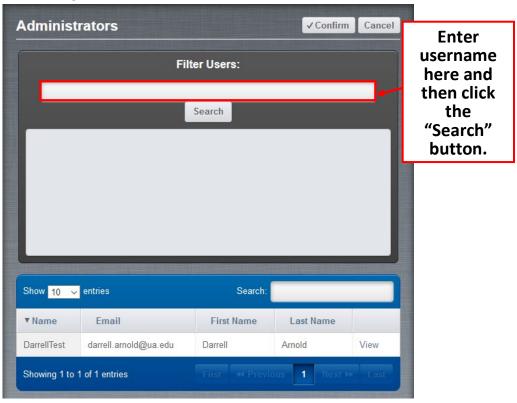
2. Click on the Administrators button:



3. Click on the Add Administrator button:



4. Enter the username for the organization member:



5. Click on the radio button to the left of the username and then click the "Confirm" button:

