

KERN REGIONAL CRIME LABORATORY

Laboratory Services Section, Quality Assurance Unit



Information Bulletin on Portal

QT70933

Creation Date: 10/29/2013

The purpose of this document is to detail the use of Portal, the laboratory's evidence submission and web-based reporting system, to submit requests for analysis to the laboratory and obtain information and reports/results of those requests.

Portal is restricted to Kern Regional Crime Laboratory customer agencies. It can be accessed via a link on the home page of the Kern Regional Crime Laboratory's website. This link will take users to the log-in screen.

Enrollment of Agency Representatives

Administrators for each agency will be enrolled in Portal by the laboratory. It is the responsibility of the laboratory to set the appropriate administrators for each agency. Once enrolled, each administrator will receive a username and password. If assigned by the laboratory, the username will be the agency representative's first initial and full last name (if the last name is hyphenated, then the name following the hyphen will be used). If a default password is set by the laboratory, it will follow this same format.

Currently, three levels of permissions are included in Portal:

- Administrator
- Super User
- Case Entry

Users with the Administrator permissions are able to administrate the users for their agency, obtain results of requests submitted to the laboratory by their agency, and submit requests to the laboratory for analysis. Users with the Super User permissions are able to both submit requests for analysis to the laboratory and obtain the results of those requests when completed. Users with Case Entry permission are able to submit requests for analysis to the laboratory but are not allowed to obtain laboratory reports from the system.

It is the responsibility of the agency Administrator(s), and not the laboratory, to enroll the approved members of their agency. When entering a new member, the following information is mandatory: **first name** (the first letter of first name capitalized, all following letters in lower case), **last name** (the first letter of last name capitalized, all following letters in lower case—*may use capitals after the first if that is applicable to the name*) do not use all capitals or all lower case for

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names. Also mandatory is an **ID/Badge number** and **current agency email address**.*

*Note: If it is required from the agency that all reports be sent to a single agency representative, be sure to include that representative's e-mail for all users.

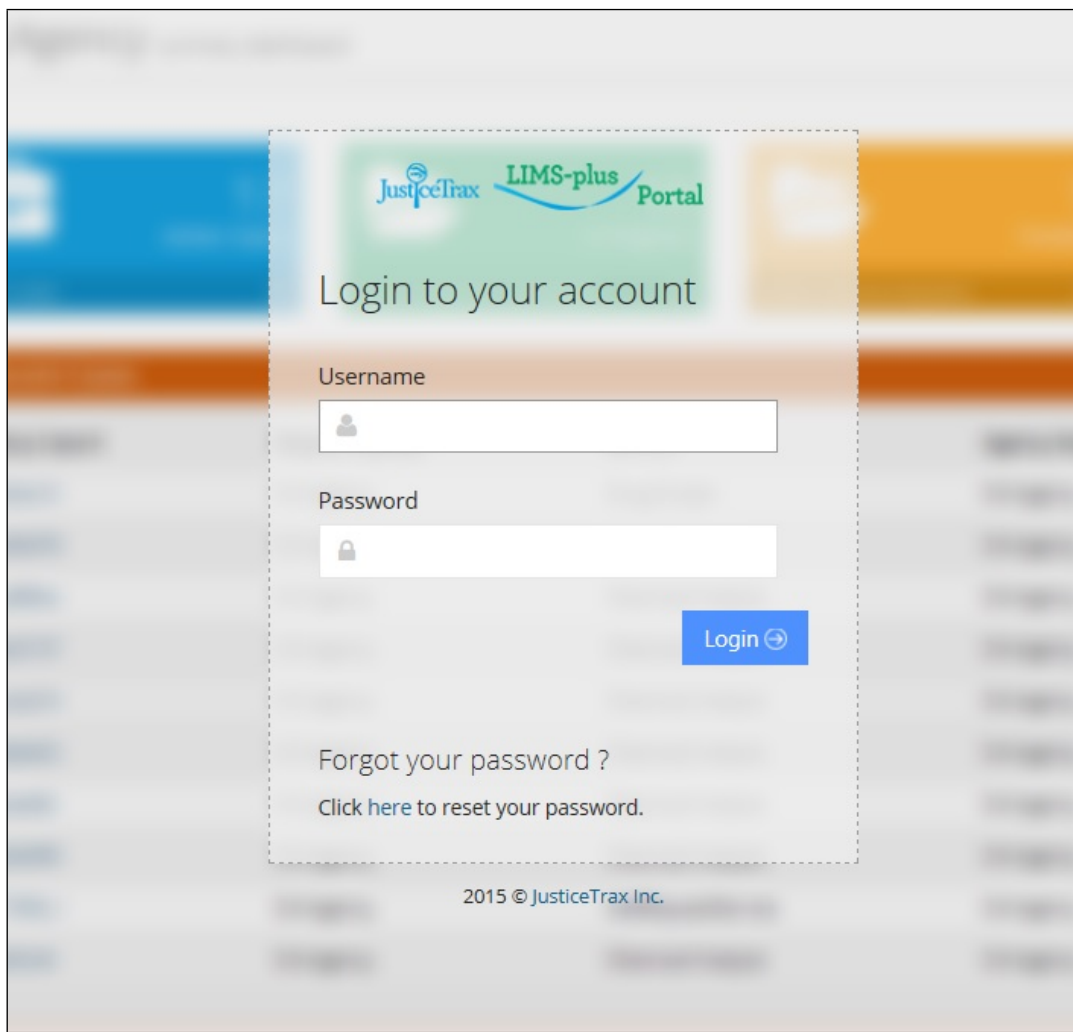
Examples of acceptable and unacceptable formats:

Acceptable for names: John Smith

Not acceptable for names: john smith, JOHN SMITH

Instructions for Navigating Portal

Log into the current version of Portal.



The screenshot shows the login interface for the JusticeTrax LIMS-plus Portal. At the top, the logo "JusticeTrax LIMS-plus Portal" is displayed. Below the logo, the text "Login to your account" is centered. The login form consists of two input fields: "Username" with a person icon and "Password" with a lock icon. A blue "Login" button with a right-pointing arrow is positioned to the right of the password field. Below the login fields, there is a link for "Forgot your password ?" with the instruction "Click [here](#) to reset your password." At the bottom of the page, the copyright notice "2015 © JusticeTrax Inc." is visible.

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Dashboard

Upon logging in, Portal directs the user to the homepage, also known as the Dashboard. The Dashboard consists of four tiles (Incomplete Submissions, Submissions, In Progress, and Released), Recent Activity, Recent Lab Activity, a side bar, and profile.

Each portion of the dashboard is described below:

1. Incomplete Submissions tile



- a. Clicking on the Incomplete Submissions tile will show the user a complete list of cases that have been entered into Portal but have not been submitted to the laboratory using the *Submit to LIMS* button (see 'Submitting Cases through Portal'). This will allow users to easily view a list of incomplete submissions for their agency with the Agency Case Number (ACN), Status, and Last Updated date readily available. Incomplete submissions are editable and can be submitted at a later time.

2. Submissions tile



- a. Clicking on the Submissions tile will take the user to a list of cases submitted by the agency to the laboratory via Portal. **This could mean that the evidence has not yet been physically delivered to the laboratory** or that the request has not yet been processed by the Evidence Control Unit. The list of submitted cases will also show ACN, Status, and Last Updated date.

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3. In Progress tile



- a. The In Progress tile will take the user to a list of all requests that have been submitted to the laboratory by the agency, and are currently In Progress (meaning a report has not been released). The list of In Progress cases will show the ACN, Service, Status, and Last Updated date.

4. Released tile



- a. Clicking on the Released tile will take the user to a list of requests made by the agency that have been released. 'Released' indicates that analysis encompassed by that request has been completed by the laboratory, and that a final report has been created and is available within Portal. Clicking the  icon next to a released request will download a copy of the released report. If the report does not download properly, the IT department of the agency should be notified to make sure the proper software is available for downloading pdf documents.

Search Request Agency Case Details

Results				
5 records per page		Search:		
ACN	Service	Status	Last Updated	Report
	0001 - Basic Urine Drug Screen	Released	02/12/2015	
	0001 - Basic Urine Drug Screen	Released	02/11/2015	
	0001 - Urine Alcohol Analysis	Released	02/12/2015	
	0002 - Basic Urine Drug Screen	Released	02/12/2015	
	0001 - Drug Analysis - Physical Examination	Released	01/06/2015	
← Previous 1 2 3 4 5 Next →				

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5. Recent Activity

- a. This section of the Dashboard will list the cases most recently created by the agency. The list will show ACN, the Representative who created the case, Status, the number of Evidence Items in the case, the number of Individuals in the case, the number of Offenses in the case, the number of Requests in the case, the number of Attachments in the case (Note: no attachments should be added to any case at this time), and the Date the case was created.

Recent Activity								
5	records per page	Search:						
ACN	Representative	Status	# Evidence Items	# Individuals	# Offenses	# Requests	# Attachments	Date
XXX25	Emily Walter	Accepted	1	1	1	1	0	02/06/2015
XXX26	Emily Walter	Entered	1	1	0	1	0	02/06/2015
← Previous 1 Next →								

6. Recent Lab Activity

- a. This section of the Dashboard will list the cases most recently updated by the laboratory. The list will show ACN, the Requesting Rep for the listed request, the requested Service, the Agency Name, and the Status of the request.

Recent Lab Activity				
5	records per page	Search:		
Agency Case #	Requesting Rep	Service	Agency Name	Status
	Kevin Miller	Basic Blood Drug Screen	McFarland Police Department	Released
	Kevin Miller	Basic Blood Drug Screen	Kern High School District	InProgress
	Kevin Miller	Basic Blood Drug Screen	Kern High School District	InProgress
	Kevin Miller	Basic Urine Drug Screen	Tehachapi Police Department	InProgress
	Kevin Miller	Basic Urine Drug Screen	Tehachapi Police Department	InProgress
← Previous 1 2 3 4 5 Next →				

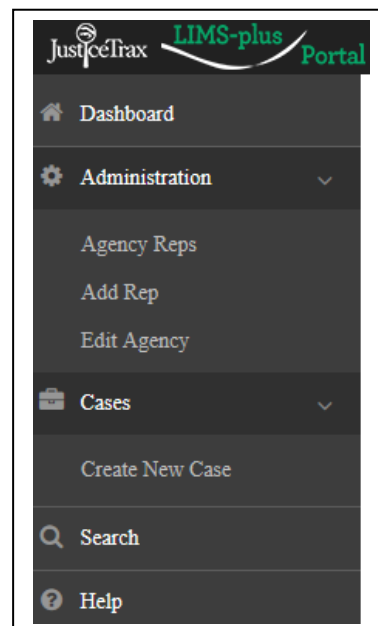
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7. Sidebar

a. The sidebar contains the following options:

- Dashboard
- Administration (for Agency Admins)
 - Agency Reps
 - Add Rep
 - Edit Agency
- Cases
 - Create New Case
- Search
- Help



Each option's functions are described below:

- Dashboard
 - This icon will return the user to their Dashboard.
- Administration (available only to Agency Administrators)
 - Agency Reps
 - This icon will take the user to a list of all available Agency Reps within their agency. From this screen, Administrators can enroll existing Agency Reps assign them usernames and passwords, designate a permission level, and edit contact information. They may also add new Agency Reps as needed.
 - Add Rep
 - This icon will take the user to the Rep Details screen, which will allow the user to add a new Agency Rep and assign Portal permissions.
 - Edit Agency
 - This icon will take the user to the Agency Details screen, which will allow the user to edit the agency primary contact, e-mail, fax, phone number(s), and address.
- Cases
 - Create New Case
 - This icon will take the user to the Create New Case Request screen where a user can begin creating a new case for submission to the laboratory (see 'Submitting a Case through Portal').

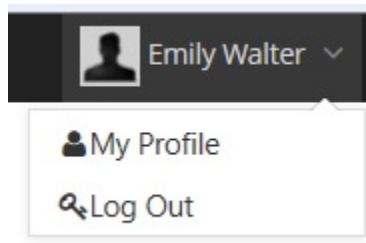
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- Search
 - This icon will take the user to the Search screen. This will allow users to search for cases using the LIMS Case Id (Laboratory number), or by Agency ACN and request status information.
- Help
 - This icon will open a separate window containing the Help files created for Portal by JusticeTrax. These help files were created by the vendor for this application and were not created or altered by the laboratory (not currently available).

8. My Profile

- a. This icon is located in the upper right hand corner of the Portal site, and will take the user to their individual profile. Within their profile, they may update their contact information and change their password.

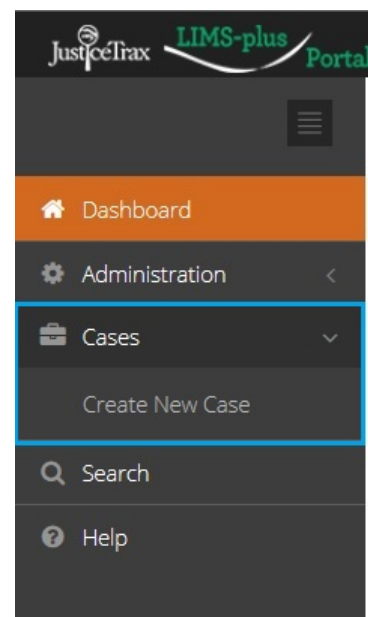


Submitting Cases through Portal

Cases in Portal are created through the Create New Case option in the sidebar.

Only one case in Portal should be created for each agency case number (ACN) at a time. **Do not** submit evidence for multiple agency cases under a single Portal entry. If a Portal entry was already submitted and there is additional evidence to submit, a new Portal entry can be created with the same ACN.

- The laboratory's Evidence Control Unit has the authority to update an agency case number that is submitted via Portal to match the format of that agency's case numbering system (i.e. spaces will be eliminated, any symbol (other than a dash "-") will be removed and any lower case letters will be changed to upper case).



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The fields itemized in the following sections are brief descriptions of each field in Portal New Case Requests, but not all fields are required for the submission of a case via Portal. Please note that each required field is indicated as “**required**.”

1. New Case Request

- a. Agency Case Number **Required**;
 - Once an ACN is submitted it can NOT be changed/edited. A new Portal entry must be made.
- b. Case Type – Select Standard **Required**;
- c. Lab – Select Kern Regional Crime Laboratory) **Required**;
- d. Agency **Required**;
- e. Notes – Used for mentioning of additional linked cases or other agency notes (optional);
- f. Save – To continue on to adding case information;

Create New Case Request

Enter Case Information

* Agency Case Number

Case Type

Standard

* Lab

Kern Regional Crime Laboratory

* Agency

Kern Regional Crime Laboratory

Notes

Cancel Save

Once a new case is created, a “New Case” screen will show the Case Information and Case Details. The Case Details segment consists of Evidence, Individuals, Offenses, Requests, and Attachments tabs.

Note: When adding case information to the Evidence, Individuals, Offenses and Requests tabs, an entry window will pop up. If an area outside of the window is clicked, then the window will close and will not save the entry.

2. Evidence

Select *Add Evidence* to enter evidence item(s) associated with the agency case number provided (only enter items that are going to be submitted to the laboratory for analysis).

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- a. Evidence Type (i.e. Bag, Box, Envelope, or Vehicle) **Required**;
 - See the example on the following page for a description of evidence types.
- b. Description – Enter the evidence description **Required**;
 - See the example below for description formats associated with each evidence type.
- c. Note(s) – Additional notes about evidence items added to a case (i.e. Possible fentanyl; Evidence should be considered bio-hazardous);
- d. Submitting Rep – Agency representative listed on the evidence/the representative making the Portal entry;
- e. Save – To continue on to adding case information;
- f. Save & Add Another – To continue adding additional items of evidence

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Add/Edit Evidence

Evidence Type

Select...

**Description****Note****Submitting Rep**

Tammi Noe



✓ Save

✓ Save & Add Another

Cancel

Evidence Types:

Bag – sealed bag to be used with physical or narcotic evidence.

Bag with attached envelope (drug) – sealed bag with a stapled drug envelope to be used with bagged drug evidence that will not fit into drug envelope.

Box (gun box) – sealed box to be used for a firearm.

Box (other) – sealed box to be used with narcotic evidence too large for a drug envelope or bag; sealed box to be used with physical or biological evidence items other than firearms.

DNA – Sexual assault kit (subject) – sealed kit to be used for a subject.

DNA – Sexual assault kit (victim) – sealed kit to be used for a victim.

DNA collection kit – Known (reference) sample – sealed envelope to be used for biological sample from a known individual.

DNA collection kit – Questioned (unknown) sample – sealed envelope for biological sample of an item or unknown source.

Envelope (drug envelope) – sealed envelope to be used with narcotic evidence.

Envelope (other) – sealed envelope to be used for other evidence, such as casings, bullets, fragments, cigarette butts, swabs, etc.

Envelope (blood envelope) – sealed envelope containing blood sample(s) for toxicological analysis.

Blood kit – sealed mailer box containing blood sample(s) for toxicological analysis.

Envelope (urine envelope) – sealed envelope containing urine sample(s) for toxicological analysis.

Urine kit – sealed mailer box containing urine sample(s) for toxicological analysis.

Vehicle – to be used for a vehicular crime scene analysis.

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Add/Edit Evidence

Evidence Type

Select...



Description



Note

Submitting Rep

Tammi Noe



✓ Save

✓ Save & Add Another

Cancel

Descriptions:

Bag –

Sealed bag labeled as - [Agency property # or item #], [Exact description as on label or evidence bag]

Bag with attached envelope (drug) –

Sealed bag with attached drug envelope

Box (gun box) –

Sealed gun box labeled as – [Agency property # or item #], [Exact description as on label or evidence box]

Box (other) –

Sealed box labeled as – [Agency property # or item #], [Exact description as on label or evidence box]

DNA - Sexual assault kit (subject) –

Sealed sexual assault evidence kit Subject labeled as – [Name], [Agency property # or item #]

DNA - Sexual assault kit (victim) –

Sealed sexual assault evidence kit Victim labeled as - [Name], [Agency property # or item #]

DNA collection kit – Known (reference) sample –

Sealed known (reference) sample envelope labeled as - [Name], [Agency property # or item #]

DNA collection kit – Questioned (unknown) sample –

Sealed questioned (unknown) sample envelope labeled as - [Name], [Agency property # or item #]

Envelope (drug envelope) –

Sealed drug envelope

Envelope (other) –

Sealed envelope labeled as – [Agency property # or item #], [Exact description as listed on evidence envelope]

Envelope (blood envelope) –

Sealed blood envelope labeled as – [Agency property #, item# or kit #], [Exact description as on label or evidence envelope]

Blood kit –

Sealed blood kit

Envelope (urine envelope) –

Sealed urine envelope labeled as – [Agency property #, item# or kit #], [Exact description as on label or evidence envelope]

Urine kit –

Sealed urine kit

Vehicle –

Vehicle - [Make, Model, year, color, VIN #, license plate #]

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3. Individuals

Select *Add Individual* to enter ALL individuals associated with the agency case number provided.

The screenshot shows a 'Case Details' header with a blue background. Below it are tabs for 'Evidence', 'Individuals', 'Offenses', 'Requests', and 'Attachments'. The 'Individuals' tab is selected. Below the tabs, it says 'No Records Found!'. A button labeled 'Add Individual' with a person icon is highlighted with a red dashed box.

- a. Individual Type (Subject, Victim, Person of interest-POI) **Required**;
- b. Title;
- c. Suffix (i.e. Jr, III,);
- d. First Name **Required**
 - (Do not use all capitals or all lower case for any name fields);
- e. Middle Name **Required** (use a dash '-' if no middle name);
- f. Last Name **Required**;
- g. Date of Birth;
- h. Gender;
- i. Ethnicity;
- j. Company **Required** (use a dash '-' if not a prison case);
 - **Prisons – Required** Supply the inmate number or driver's license number of the visitor/individual;
- k. Email;
- l. Phone;
- m. Address;
- n. Address cont.;
- o. County;
- p. Country;
- q. State;
- r. City;
- s. Zip Code;
- t. License Number;
- u. License State

The 'Add Individual' form contains the following fields:

- Individual Type**: Select...
- Title**: Select...
- Suffix**: Select...
- First Name**: Text input
- Middle Name**: Text input
- Last Name**: Text input
- Date of Birth**: Text input
- Gender**: Select...
- Ethnicity**: Select...
- Company**: Text input
- Email**: Text input
- Phone**: Text input
- Address**: Text input
- Address (cont.)**: Text input
- County**: Select...
- Country**: Select...
- State**: Select...
- City**: Select...
- Zip Code**: Text input
- License Number**: Text input
- License State**: Select...

At the bottom right, there are three buttons: 'Save', 'Save & Add Another', and 'Close'.

Note:

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- a. All cases must have a subject and victim filled out completely. **If the case does not contain a subject or a victim, dashes must be placed in the first, middle and last name fields.** Please refer to the example below:

- First name: -
- Middle name: -
- Last name: -
 - Subject: - - -
 - Victim: - - -

Case Details

Evidence **Individuals** Offenses Requests Attachments

10 records per page Search:

#	Name	Date of Birth	Individual Type	Race	Options
1	John Doe		Subject		
2	- -		Victim		

- **Note:** If the case involves a crime committed against a business with an unknown suspect and no listed victim, then the business name will be entered in the company field under the individual tab.
- b. If there are additional individuals listed on the evidence that were NOT submitted via Portal, they will be added by Evidence Control Unit personnel.

4. Offenses

Select *Add Offense* to enter the offense(s) associated with the agency case number provided (a minimum of one offense is required).

Case Details

Evidence Individuals **Offenses** Requests Attachments

No Records Found!

- a. Offense Date **Required**;

- Selection from the calendar: If the {Month, Year} at the top of the field is clicked, it will allow the user to select a month in the current calendar year and scroll between years. If then the {Year} at the top of the calendar is clicked, it will allow

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the user to select from the decade and scroll between decades.

- Hand typing the date: The following format must be used: MM/DD/YYYY. Fully type the month, day, and full year including any leading zeros and forward slashes.

- Example: 05/02/2013

- b. Category **Required**;
- c. Offense Code **Required**;
- d. Country **Required for toxicology submissions**;
- e. State **Required for toxicology submissions**;
- f. City **Required for toxicology submissions**;
 - Note: If the City is selected first, the Country and State fields will auto-populate.
- g. Location **Required** (use a dash '-' if location is unknown);
- h. County **Required for toxicology submissions**;
- i. Zip Code

5. Requests

Select *Add Request* to enter the request(s) associated with the evidence being submitted.

The screenshot shows a web interface for 'Case Details'. At the top is a blue header with a folder icon and the text 'Case Details'. Below this is a navigation bar with five tabs: 'Evidence', 'Individuals', 'Offenses', 'Requests', and 'Attachments'. The 'Requests' tab is currently selected and highlighted with a red underline. Below the tabs, the text 'No Records Found!' is displayed. A red dashed rectangular box highlights a blue button labeled 'Add Request' with a plus icon.

- a. Discipline AND Service Type **Required**;
 - i. Crime Scene Response Team;
 - 1. Technical Investigation;
 - ii. DNA Analysis Unit;
 - 1. Biological Screening;
 - 2. DNA Analysis v2016;
 - 3. Kinship Analysis;
 - iii. Drug Testing Unit;
 - 1. DTU Drug Examination v2018;
 - iv. Evidence Control Unit;
 - 1. Evidence Drying;
 - v. Firearms and Toolmarks Unit;
 - 1. Firearms Analysis v2.0;
 - 2. Firearm Database Search;

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3. Fracture Match Analysis;
4. Serial Number Restoration v2.0;
5. Shoe Impression;
6. Tire Impression;
7. Toolmark Analysis v2.0;
- vi. Forensic Alcohol and Breath Analysis Program;
 1. AAU Blood/Urine Analysis;
- vii. Latent Print Processing Program;
 1. Latent Print Processing;
- viii. Toxicological Analysis Unit;
 1. TAU Blood Drug Screen
 2. TAU Urine Drug Screen
- b. Requesting Rep (this is the agency representative listed on the evidence item and who will receive the report of examination) **Required**;
- c. Complexity will be Case Work (unless service is a Vehicle Examination, select Call out – Vehicle) **Required**;
- d. Reason (will always be Standard) **Required**;
- e. Due Date (currently not used);
- f. Notes – Additional notes regarding testing of associated evidence items

6. Attachments

The attachment tab is not in use at this time. Attachments are not to be added to cases in Portal. Attachments can be submitted to the Evidence Control Unit, at time of evidence submission.

Submission of Portal Entry

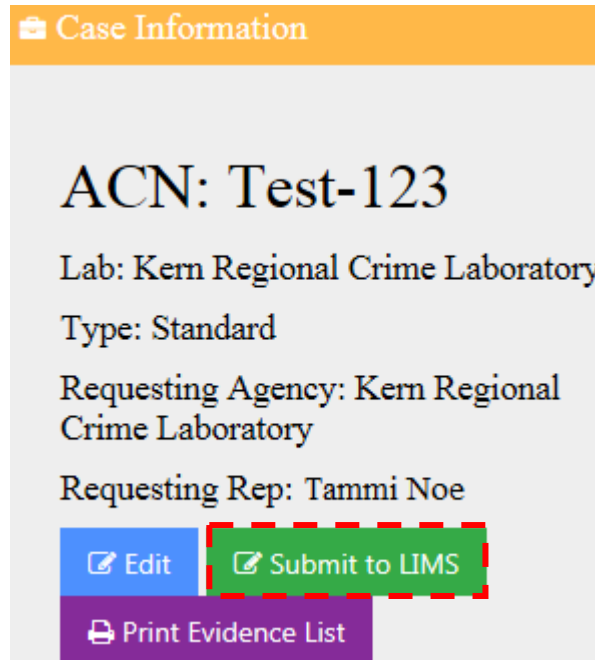
- a. Verify that all of the **required** case information has been entered correctly.
 - i. If needed, case information may be edited by selecting the  icon below each entry's Options field and selecting Save after changes are made.
 - ii. Note: The agency case number is NOT editable. A new case entry must be made if there is a typographical error in the ACN.

Case Details					
Evidence	Individuals	Offenses	Requests	Attachments	
10	▼	records per page	Search:		
▲ # ▼	Item Type	Description	Notes	Options	
⊕ 1	Envelope (drug envelope)	Sealed drug envelope		  	

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- b. Select *Submit to LIMS* to submit the Portal entry so that the laboratory has access to the case information.



Case Information

ACN: Test-123

Lab: Kern Regional Crime Laboratory

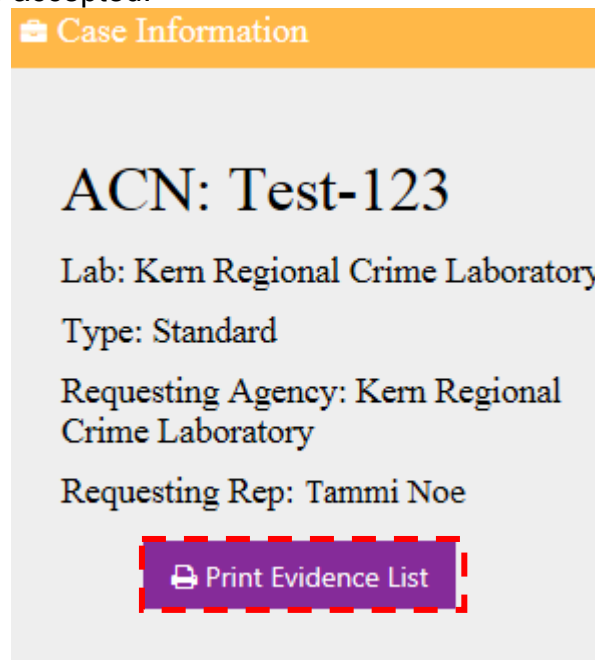
Type: Standard

Requesting Agency: Kern Regional Crime Laboratory

Requesting Rep: Tammi Noe

Edit Submit to LIMS Print Evidence List

- c. Select *Print Evidence List* and submit the printout along with the evidence to the laboratory. Evidence submitted without a printout may not be accepted.



Case Information

ACN: Test-123

Lab: Kern Regional Crime Laboratory

Type: Standard

Requesting Agency: Kern Regional Crime Laboratory

Requesting Rep: Tammi Noe

Print Evidence List

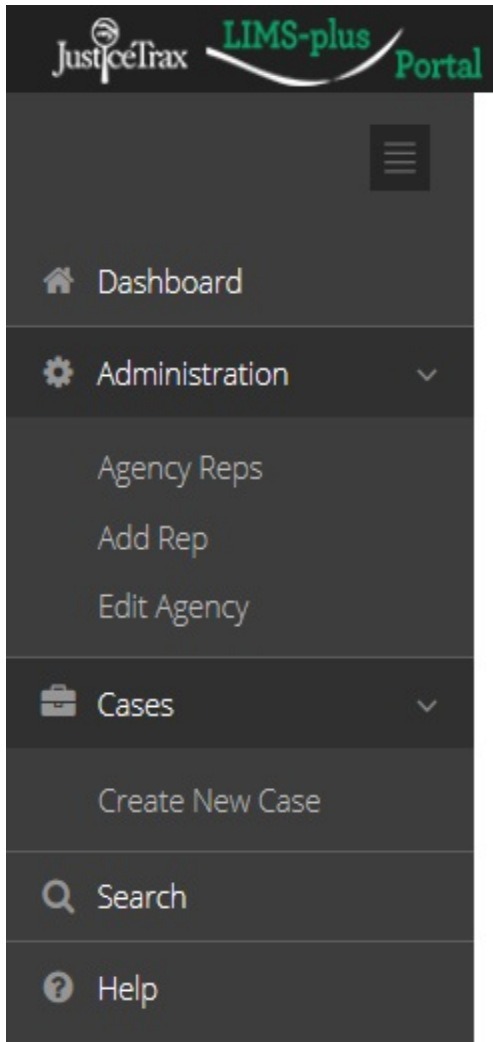
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It is the responsibility of the agency to transport all evidence, along with the printed evidence list (and DNA/linked firearm approval e-mails, if applicable) to the Evidence Control Unit of the Kern Regional Crime Laboratory.

Adding Additional Information to the Case after Submitting to LIMS

If a case is submitted to LIMS but additional evidence items, individuals, offenses and/or requests need to be added to the case, a new case can be created under the original agency case number.



1. Choose *Create New Case* from the *Sidebar*;
2. Enter the **exact** agency case number as used when first submitted and *Save*;
3. Additional evidence, individuals, offenses and/or requests may be added;
4. *Submit to LIMS* after all additional items have been added; and
5. Print the Evidence List
6. There will now be an additional submission with the same agency case number that will appear on the *Dashboard*.

Case Import

Please note, the laboratory requires evidence submission using Portal and the Case Import feature and the following information will be directly imported from the agency:

1. Agency case number
2. Subject name(s);
3. Victim name(s);
4. Offense(s);
5. Offense Date; and
6. Item(s) of evidence.

The Evidence Control Unit will note any agency case number (ACN) and/or name discrepancies when logging in evidence by cross-referencing what is written on the outer packaging (if applicable), with what is entered in Portal. If a discrepancy is noticed in the ACN and/or the individual's first and/or last name, the agency

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will be contacted for verification and the contact will be noted in the LIMS case communication log.

Laboratory personnel will attempt to contact the submitting agency for a period of two business days. If laboratory personnel are unsuccessful in their attempts to contact the agency or do not receive a response within this time frame, then the analysis will continue without verification.

Questions

Portal users with questions or concerns regarding the software should contact their Agency Administrator(s). Administrators with questions or concerns regarding Portal may contact the laboratory via email at DALab@KernDA.org

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