

Police Management System Officer FAQ

Frequently Asked Questions for Police Officers

Prepared by: Muhammad Affan Bin Aamir

Team Lead & Developer

Date: June 3, 2025

Police Management System Team

Contents

1	Introduction	2
2	Frequently Asked Questions	2
2.1	What should I do if I cant log in to the system?	2
2.2	Why cant I edit a case in the Case Investigations Module?	2
2.3	How do I register an FIR from a complaint?	2
2.4	Can I delete a complaint after its been approved?	2
2.5	What types of files can I upload as evidence in the Case Investigations Module?	2
2.6	Why am I seeing an error when entering a phone number or NIC?	2
2.7	How can I view crime trends for a specific month?	3
2.8	What should I do if the system is running slowly?	3
2.9	Can I update my profile details in the Officer Profile Module?	3
2.10	How do I ensure my session is secure?	3
3	Conclusion	3

1 Introduction

This FAQ document is designed to address common questions you, as a police officer, might have while using the Police Management System. If your question isn't answered here, please contact your system administrator for assistance.

2 Frequently Asked Questions

2.1 What should I do if I can't log in to the system?

Ensure you're using the correct username and password provided by your administrator. If you've forgotten your credentials, contact your administrator to reset them. Also, verify that you're clicking the **Police Login** button, not Admin Login.

2.2 Why can't I edit a case in the Case Investigations Module?

You can only edit cases assigned to you. If you're not assigned to a case, contact your administrator to update the assignment. Completed cases are read-only for all officers.

2.3 How do I register an FIR from a complaint?

In the FIR Module, go to **View Complaints**, select a pending complaint, and click **Change Status**. Choose **Approve**, assign a crime type, and submit. This will automatically register an FIR and create a case.

2.4 Can I delete a complaint after it's been approved?

No, complaints cannot be deleted. However, you can change their status (e.g., to **DISAPPROVED**) if needed. Approved complaints are linked to FIRs and cases, so they remain in the system for record-keeping.

2.5 What types of files can I upload as evidence in the Case Investigations Module?

You can upload images in JPEG or PNG format using the file chooser. Ensure the files are relevant and properly named for clarity (e.g., `evidence_case123.jpg`).

2.6 Why am I seeing an error when entering a phone number or NIC?

The system enforces data validation: phone numbers must be exactly 11 digits, and NIC numbers must be 13 digits. Check your input and try again. For example, a valid phone number is 03001234567, and a valid NIC is 1234567890123.

2.7 How can I view crime trends for a specific month?

In the Analytics & Reporting Module, click **Check Complaints Data** or **Check Criminals Data**, and select the desired month and year to view bar charts. Use **Check Cases** to see completed versus pending cases.

2.8 What should I do if the system is running slowly?

Ensure your computer meets the system requirements (Java JDK 23, sufficient RAM). Close other applications to free up resources. If the issue persists, contact your administrator to check for server or network issues.

2.9 Can I update my profile details in the Officer Profile Module?

No, the Officer Profile Module is read-only. To update your details (e.g., contact information), contact your administrator, who can make changes via the Manage Officers Module.

2.10 How do I ensure my session is secure?

Always click **Logout** on the Police Dashboard when you're done. This prevents unauthorized access to your account, especially on shared computers.

3 Conclusion

We hope this FAQ addresses your questions about using the Police Management System. For additional support, reach out to your system administrator or refer to the Officer Guide Book, accessible from the Police Dashboard.