REPUBLIKA Y'U RWANDA

UBUMWE - UMURIMO - GUKUNDA IGIHUGU

Rwanda Integrated Electronic Case Management System

Rwanda IECMS

PORTFOLIO

USER MANUAL

Version 1.0

SYNERGY
INTERNATIONAL SYSTEMS

TABLE OF CONTENTS

TABLE OF FIGURES

INTRODUCTION

The purpose of this document is to describe how the *Portfolio* section of the *Rwanda Integrated Electronic Case Management System (Rwanda IECMS)* application functions and to provide the necessary instructions to ensure successful work with the application. Use of this documents and compliance with the standards specified herein is mandatory for anyone working with the mentioned application.

OVERVIEW

The *Integrated Electronic Case Management System for Rwanda (Rwanda IECMS)* is an automated information management system, which is designed within the initiative of modernizing Rwanda's Justice, Reconciliation, Law and Order Sector (JRLOS). It is intended to ensure improved access to and transparency of justice information both for the government institutions and general public. Moreover, the system aims at facilitating information sharing at key decision points, as well as to improve efficiency and coordination of the police, prosecution, and court activities in the Republic of Rwanda. Furthermore, it is intended to replace the paper-based case records and static spreadsheets and workflows with their computerized counterparts in order to enable full reproduction of cases along with case proceeding information in the event of loss or physical damage of the case file.

The main objective of *Rwanda IECMS* is to serve as a centralized and unique database for all justice sector institutions, including the Rwanda National Police (RNP), National Public Prosecution Authority (NPPA), Rwanda Judiciary (RJ), and Rwanda Correctional Services (RCS). Also, it is a sector-wide platform to assist all the officials accessing the system to have an easy and ad-hoc access to the information required for processing the cases and implementing day-to-day operations. *Rwanda IECMS* is intended to help to standardize case record information storage and to streamline current processes, and, thus, ensure more effective follow-up at different levels. It is also the main database and data collection and reporting system as it guarantees effective access to the case data, promotes accountability, and increases public trust and confidence.

Rwanda IECMS consists of the following applications, each dedicated to one justice agency and used to handle their business processes:

- Rwanda National Police
- Rwanda National Public Prosecution Authority

- Rwanda Judiciary
- Rwanda Correctional Service
- Civil Litigation Service

The *Portfolio* section in *Rwanda IECMS* is designed to serve as an information hub for receiving and managing information on the cases that are under trial in different institutions of the justice sector in Rwanda. This way, the information displayed in this section includes the listing of cases under consideration in the Rwanda National Police, Rwanda National Public Prosecution Authority, and other institutions.

Moreover, the *Portfolio* section consolidates and displays user access to the data entry and other actions that the user can perform over the records available to them in this section. Once you have accessed the *Portfolio* section, you can view the data contained in different records, place new complaints, view and process tasks assigned to you, as well as schedule appointments and reminders.

Rwanda IECMS provides a web-based user interface and requires having a web browser pre-installed.

RWANDA IECMS LOGIN SCREEN

The starting screen of the *Rwanda IECMS* application is the *Login Screen* (Figure 1). It serves as a gateway to viewing, analyzing, and modifying the data in the application. It ensures high level of security of the sensitive information that the application can contain and prevents it from being compromised as it enables full access to the application data for registered users only.

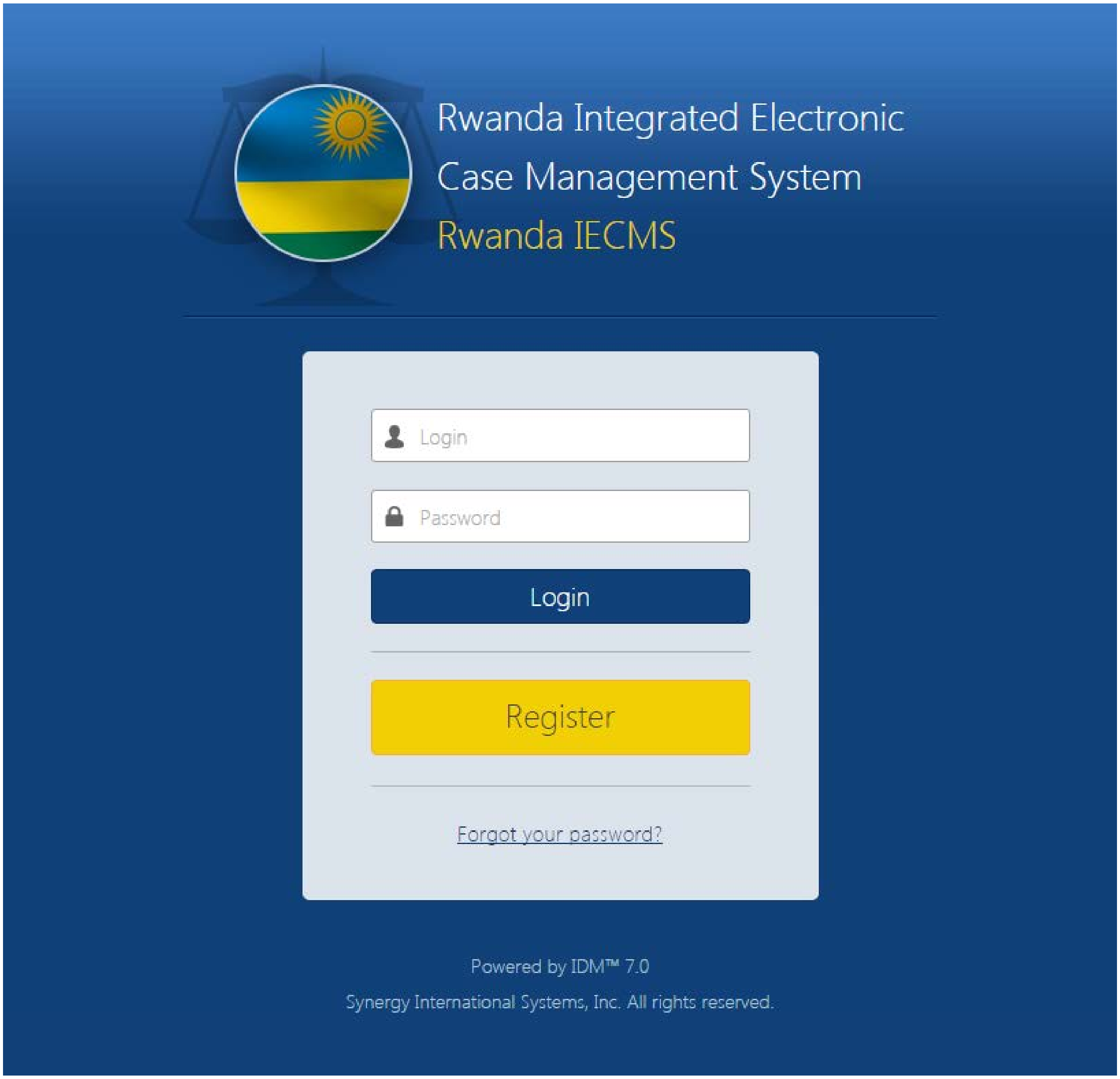

Figure 1: Rwanda IECMS Login Screen

Logging into Rwanda IECMS

Users who have already registered for an account for *Rwanda IECMS* will need to log into the application to start using it. To log in, you should validate yourself with the username and password and then click the **Login** button in the *Login Screen* (Figure 1). Please, note that the password is case sensitive.

Note: If you have failed to log in several times, the application will be blocked. Contact your system administrator to unlock your user access. The number of unsuccessful login attempts is defined by the login policies adopted for the application.

Recovering Your Password

The accounts of registered users in *Rwanda IECMS* are password-protected. This means that you need to validate yourself with a username and password every time you log into the application.

If you have forgotten your password, you can retrieve it by clicking the **Forgot your password?** link in the *Login Screen* (Figure 1) and authenticating yourself. After submitting your identity information, your password will be reset and a new password will be sent to the e-mail address associated with your user account.

After you log into the application with the received password, you are recommended to change it. For more details on how you can manage your personal and account information, see Updating Your Profile.

Updating Your Profile

Once logged in, you can manage your personal details, i.e. change the data (e.g. name, password, email, etc.) provided during registration. To edit your personal details, log into the application, go to the *Profile* section (Figure 2) and make the appropriate changes in the data displayed. For more details on how you can access the *Profile* section, see RWANDA IECMS STRUCTURE.

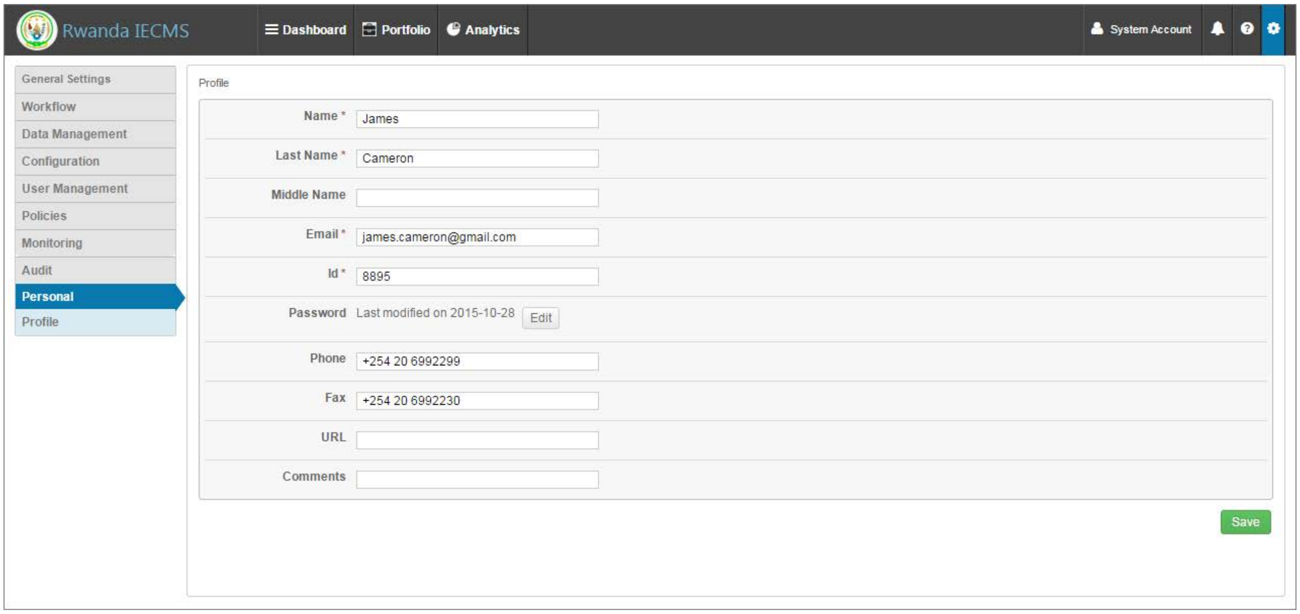

Figure 2: Profile Section

Registering for an Account

Rwanda IECMS has been established as a centralized platform for justice-related government institutions in Rwanda with the main objective to strengthen the rule of law, ensure accountable governance, and a culture of peace. Another objective that the application strives to achieve is stronger coordination and better efficiency in the planning and implementation of the justice sector activities and service delivery to citizens.

To fulfil this aim, the application has been designed to provide access to its resources to a wide range of users, including justice sector service men and women, as well as the Rwandan citizens. However, before litigants and justice sector institutions can gain access to the system, they need to register for a personal account to be able to access the application resources.

In order to register in the system, follow the steps below:

1. Click the **Register** button in the *Login Screen*. A *User Registration Form* appears (Figure 3).
2. Fill in the information requested.
3. Click the **Create account** button to submit the inserted information.

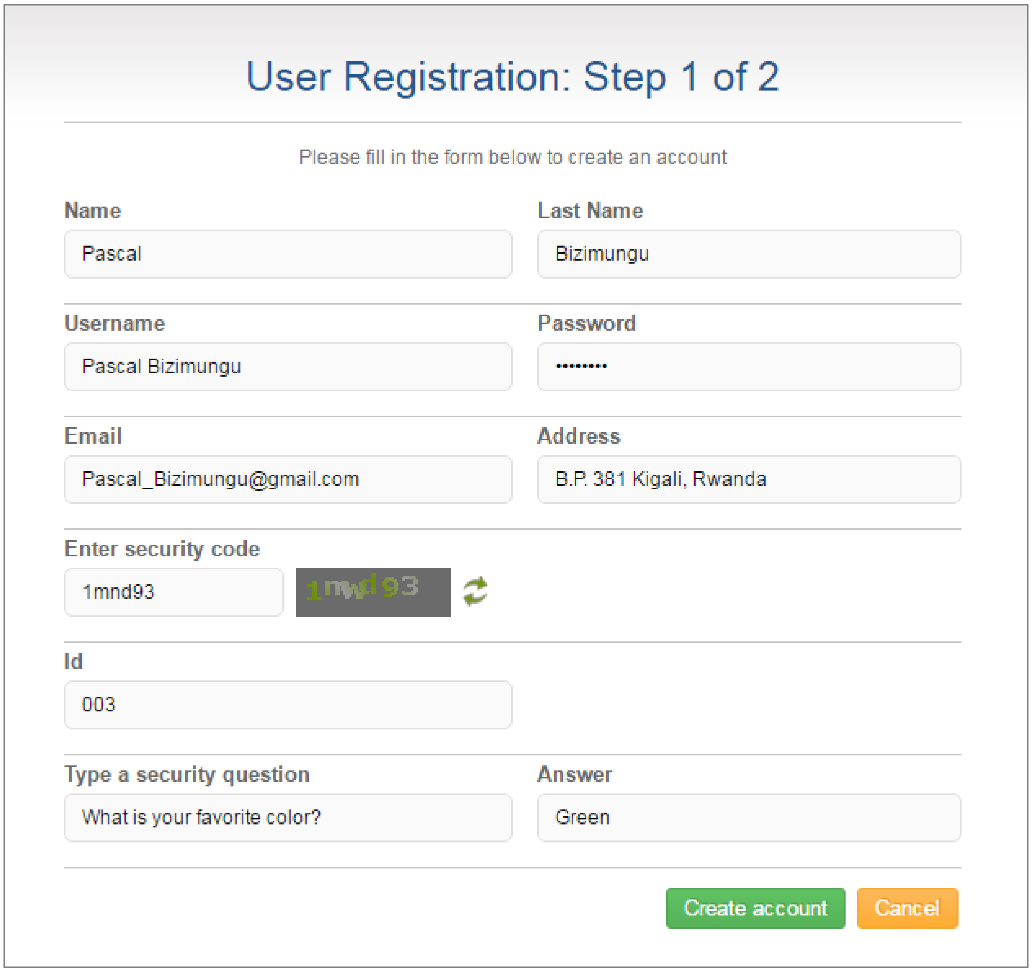

Figure 3: User Registration Form

Once you submit the registration form, the *Rwanda IECMS* administrator receives a notification. The administrator will review the information submitted and either approve the application or reject it.

In case your application is approved, you will receive an e-mail message to the electronic account provided during registration. The e-mail will contain your login information details (username and automatically generated password).

RWANDA IECMS STRUCTURE

Rwanda IECMS consists of the following main sections:

- **Dashboard** – is used to support informed and strategic decision-making through creation of executive dashboards for data reporting and analyses. For more details, see the *Rwanda IECMS Dashboard User Manual* in REFERENCES.

- **Portfolio** – is dedicated to consolidating user access to data entry and other actions and serves as the main information hub for the *Rwanda IECMS* datasets. For more details, see PORTFOLIO SECTION.

- **Analytics** – contains analytical tools that can be used to analyze data in various ways, reflecting the variety of data tracking needs of the project, as well as tools for custom querying, sorting, and filtering of the data by any combination of variables. For more details, see the *Rwanda IECMS Analytical Interface User Manual* in REFERENCES.

The *Rwanda IECMS Portfolio* section window preview is shown in Figure 4.

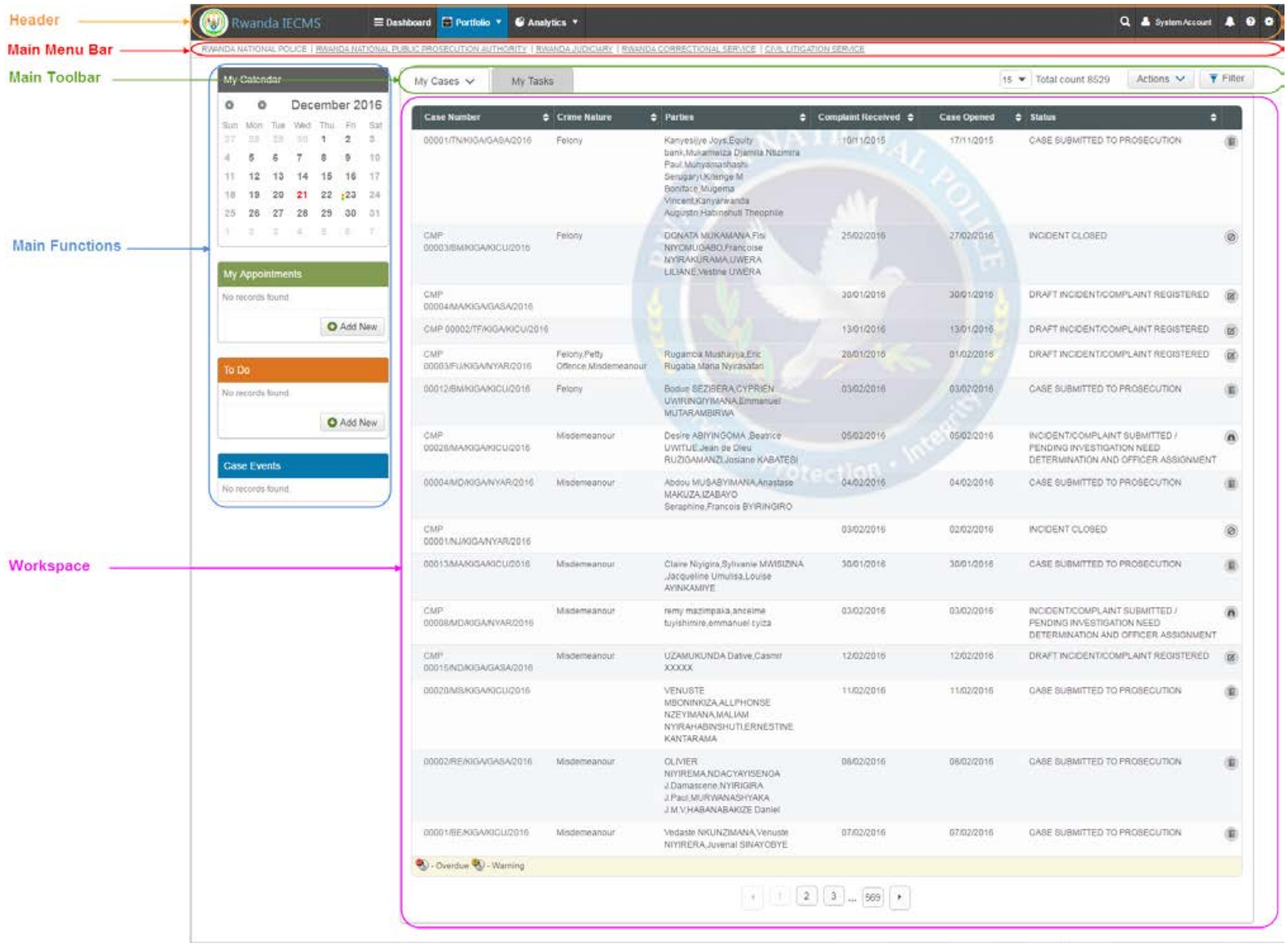

Figure 4: Portfolio Section Structure

It contains the following components:

Component Name	Description
Header	This is the application header that contains the application name and logo. On the right side, the following options are available: • **Search** – contains a search mechanism intended for locating documents within the integrated content. For more details, see the *Rwanda IECMS Analytical Interface User Manual* in REFERENCES. • **User Name** – the name of the user logged in *Rwanda IECMS*.

	o **My Profile** – this opens your personal settings and details. For more details, see Updating Your Profile. o **Logout** – this button is used to log off the application. • **Notifications** - this contains user related system notifications. For more details, see the *Rwanda IECMS Analytical Interface User Manual* in REFERENCES. • **Help Icon** – this contains a menu of system help items. o **Contact Support** – sends an email to the Support team. o **About** – provides a short overview of the technologies underlying *Rwanda IECMS*. o **Help** – opens the listing of all user manuals available in the system in the PDF format, as well as other help options available in the system. • **Settings** – opens the administrator's tools present in *Rwanda IECMS*. The following tabs are available here: • **Dashboard** – opens the *Dashboard* section to manage the executive dashboards stored in the application. For more details, see the *Rwanda IECMS Dashboard User Manual* REFERENCES. • **Portfolio** – serves as a main information hub for *Rwanda IECMS* datasets. For more details, see the PORTFOLIO SECTION. • **Analytics** – gives access to the reporting tools present in *Rwanda IECMS*. For more details, see the *Rwanda IECMS Analytical Interface User Manual* in REFERENCES.
Main Menu Bar	This menu is used to display the different dataset that *Rwanda IECMS* supports. The following options are available: • **Rwanda National Police –** to manage police cases. • **Rwanda National Public Prosecution Authority –** to manage prosecution cases.

	• **Rwanda Judiciary** – to manage court cases. • **Rwanda Correctional Service –** to manage correctional cases. • **Civil Litigation Service –** to manage civil litigation cases.
Main Toolbar	This is the main toolbar of *Rwanda IECMS*. The following main functions are available here: • **My (Established) Cases** – opens the list of the user specific cases / complaints. • **My Tasks** – opens the list of the user specific tasks. • **Number of Entries** – allows defining the number of entries to display per page. • **Actions** – this contains a menu of actions that can be performed over the dataset items in the selected tab of the *Portfolio* section. o **New [Dataset] Case** – opens a data entry form to fill in and create a new case for the selected dataset. o **Search by QR Code** – opens a window to search for a case using its specific QR code. • **Filter** – contains filtering options present in this section. For more details, see FILTERING IN PORTFOLIO.
Main Functions	This frame is used to manage the appointments, tasks, and case events related to the given user. • **My Calendar** – displays the appointments / tasks / cases initiated by or assigned to the current user. For more details, see My Calendar. • **My Appointments** – allows creating new appointments and viewing / editing the existing ones. • **To Do** – allows creating new to-do items and viewing / editing the existing ones. • **Case Events** – allows viewing the case events the user is involved in.

Workspace	In this frame, the *Portfolio* section is managed. Here are filtering results displayed.

PORTFOLIO SECTION

In the *Portfolio* section of the *Rwanda IECMS* application (Figure 5), you can make use of a personal worksite, designed for you to have a central place to view and manage your content, i.e. cases and complaints you have permissions to manage, tasks assigned to you, as well as case events, appointments, etc. that you are scheduled to attend. The content of this section is live content, generated specifically for each user that is logged in and is determined by the user permissions.

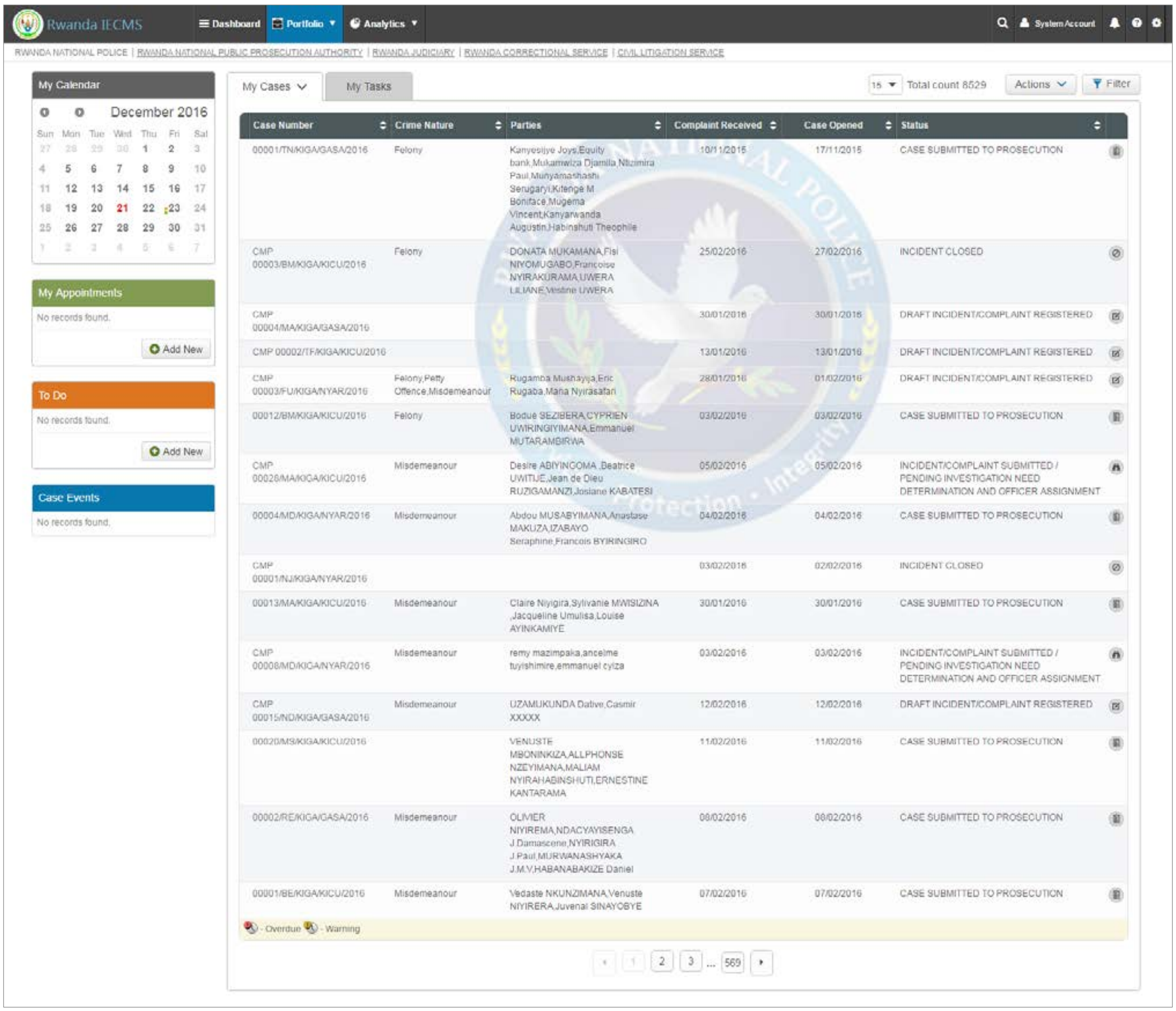

Figure 5: Portfolio Section

In the *Portfolio* section, you can take advantage of this personal workspace to view the list of all cases, tasks, to-do lists, etc. available to you, unified in a single area.

The chapters below provide detailed instruction on what actions you can perform over the records listed in the *Portfolio* section.

WORKING IN THE PORTFOLIO SECTION

This chapter will describe what mechanisms for locating and organizing records the *Portfolio* section is incorporated with. More specifically, it will describe how you can manage the justice sector cases available to you, search for case records using the case QR code, etc.

Accessing the Portfolio Section

To access the *Portfolio* section, click the **Portfolio** tab in the *Rwanda IECMS* header. You will be navigated to the *Portfolio* section (Figure 5). The list of all dataset items (cases for Rwanda National Police, Rwanda Judiciary, civil litigation cases, etc.) that you have permissions to manage will be displayed on the screen.

Note: Access permissions and actions in *Portfolio* are based on the user (whether the user has created the record) or user's group (whether someone from the group the user belongs to has created the record) rights.

Accessing Portfolio Sub-sections

The *Portfolio* section consists of the following sub-sections (Figure 5):

- **Rwanda National Police** – this sub-section is used to view and manage the cases recorded in the police institutions of all levels and ranks, including Police Posts, District and Regional police offices, as well as the Police Headquarters located in Kigali. For more details see MANAGING RNP CASES.

- **Rwanda National Public Prosecution Authority** – this sub-section is used to view and manage the cases recorded in all NPPA institutions at different organizational levels, including the NPPA Headquarters with all its units and Decentralized NPPA offices (both intermediate and primary). For more details on how to deal with records listed in this sub-section, see MANAGING RNPPA CASES.

- **Rwanda Judiciary** – this sub-section is used to view and manage the cases recorded in court institutions of all levels, including Commercial High Court, High Court Kigali, Supreme

Court of Rwanda, etc. For more details on how to deal with records listed in this sub-section, see MANAGING RWANDA JUDICIARY CASES.

- **Rwanda Correctional Service** – this sub-section is used to view and manage the cases recorded in the correctional institutions of all levels and ranks. For more details on how to deal with records listed in this sub-section, see MANAGING RCS CASES.

- **Civil Litigation Service** – this sub-section is used to view and manage the cases covering legal disputes between governmental entities and other parties that seek money damages or specific performance rather than criminal sanctions. For more details on how to deal with records listed in this sub-section, see MANAGING CLS CASES.

To access any of the sub-sections listed above, you will need to click the respective tab in the *Main Menu Bar* of the system (see RWANDA IECMS STRUCTURE). Please, note that depending on the permissions you have, you may have access only to a specific sub-section in the *Portfolio* section. The access permissions to different sub-sections in the *Portfolio* section, as well as permissions to add and edit appointments and reminders are granted and managed in the *Settings* section of the *Rwanda IECMS* application (see the *Rwanda IECMS Settings Administrator's Guide* in REFERENCES).

Each of the sections listed above provides information about a particular justice sector institution, as well as their cases and tasks recorded in the system. Moreover, here you can view the details of appointments and work tasks assigned to you; view your schedule on a calendar (see My Calendar); create your own appointment and work task lists in the My Appointments and To Do Items sections respectively (Figure 5).

My Calendar

The *Rwanda IECMS* application comes enhanced with a comprehensive calendar control that apart from providing the common feature of navigating to a specific date, also offers additional features, such as handling and scheduling appointments and work tasks assigned to you.

My Calendar offers a facility for easy and quick searching among all events - appointments and work tasks - displayed and managed in this section. This way, the user logged into the system can view key calendar events that they are expected or scheduled to attend.

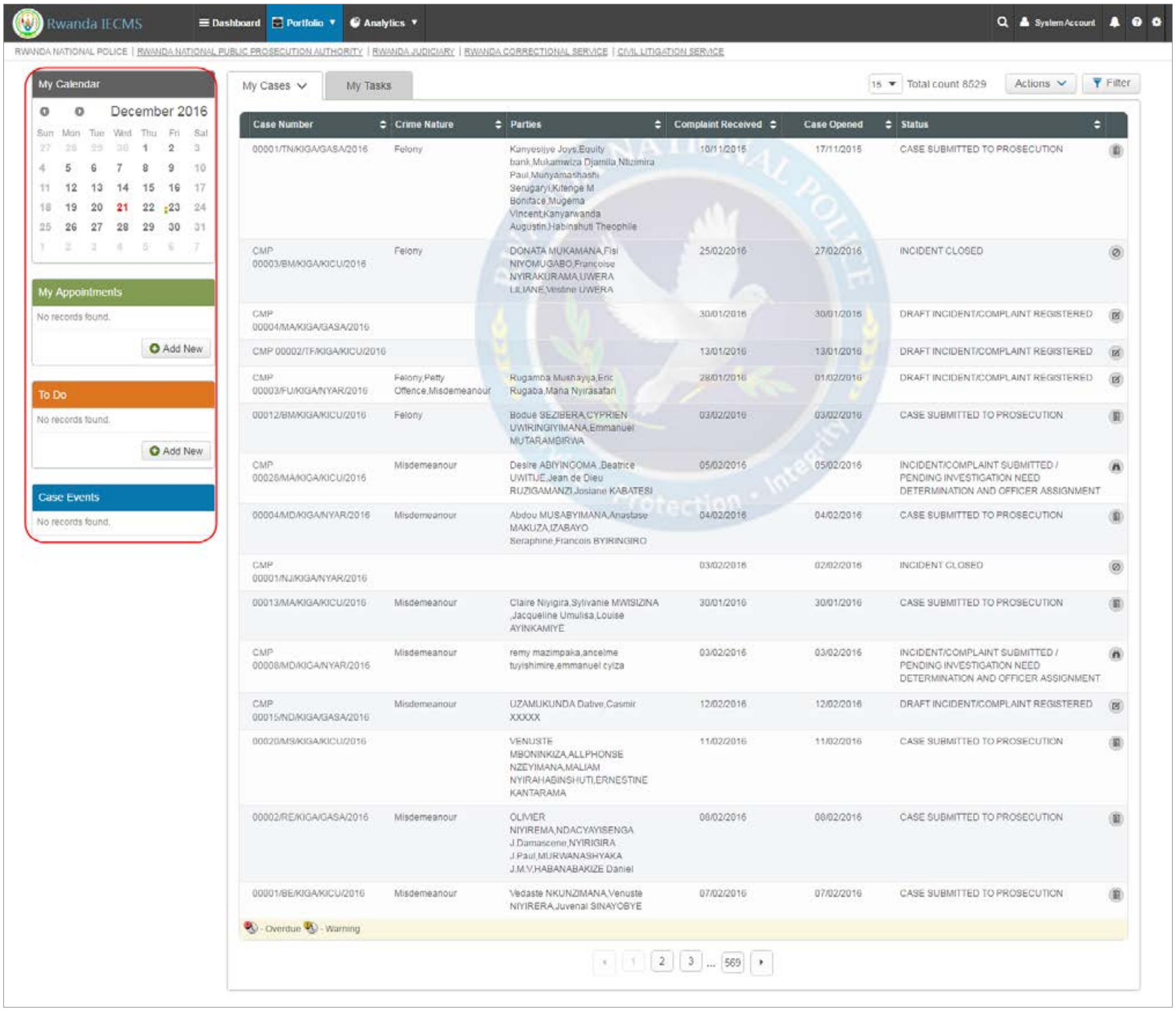

Figure 6: My Calendar in Portfolio

Users of *Rwanda IECMS* can use the *My Calendar* section to display the following:

- **Display and select dates**: The section displays a calendar through which users can move to any day in any year. Selecting a specific day in a calendar causes the selected date to be highlighted. Optionally, users can move to arbitrary dates by clicking a day or moving from month to month.

- **Display appointments or other information in a calendar grid**: The *My Calendar* section displays specific details for individual days, such as appointments, to do items, and case events. Clicking the date on the calendar displays the information provided for the selected date. This may include appointments to be held, tasks/duties to be performed or case hearings scheduled for the selected day. For better visualization, each of these events is represented with a square of its own color on the calendar date when they are supposed to commence or take place. This way, newly added appointments / to do items will be marked with green and orange squares, respectively, while the case events will be marked with blue squares.

In the *My Calendar* section, you can view your working schedule on the calendar and all the important information to be used for better and efficient management of the system (Figure 6). Click the date on the calendar to see the events scheduled for the date - appointments to be held (see My Appointments), to do items to be performed (see To Do Items) or case hearings scheduled to take place on the selected date (see Case Events).

My Appointments

The *Portfolio* section of the *Rwanda IECMS* application provides you with a possibility of creating your own list of appointments. This chapter outlines how to view, add, edit, and delete appointments.

Adding a New Appointment / To Do Item

In order to add a new appointment / to do item from the *Portfolio* section, follow the steps below:

1. Click the **Add New** link in the *My Appointments / To Do* section (Figure 7). A *My Appointments / To Do* form will open (Figure 8).

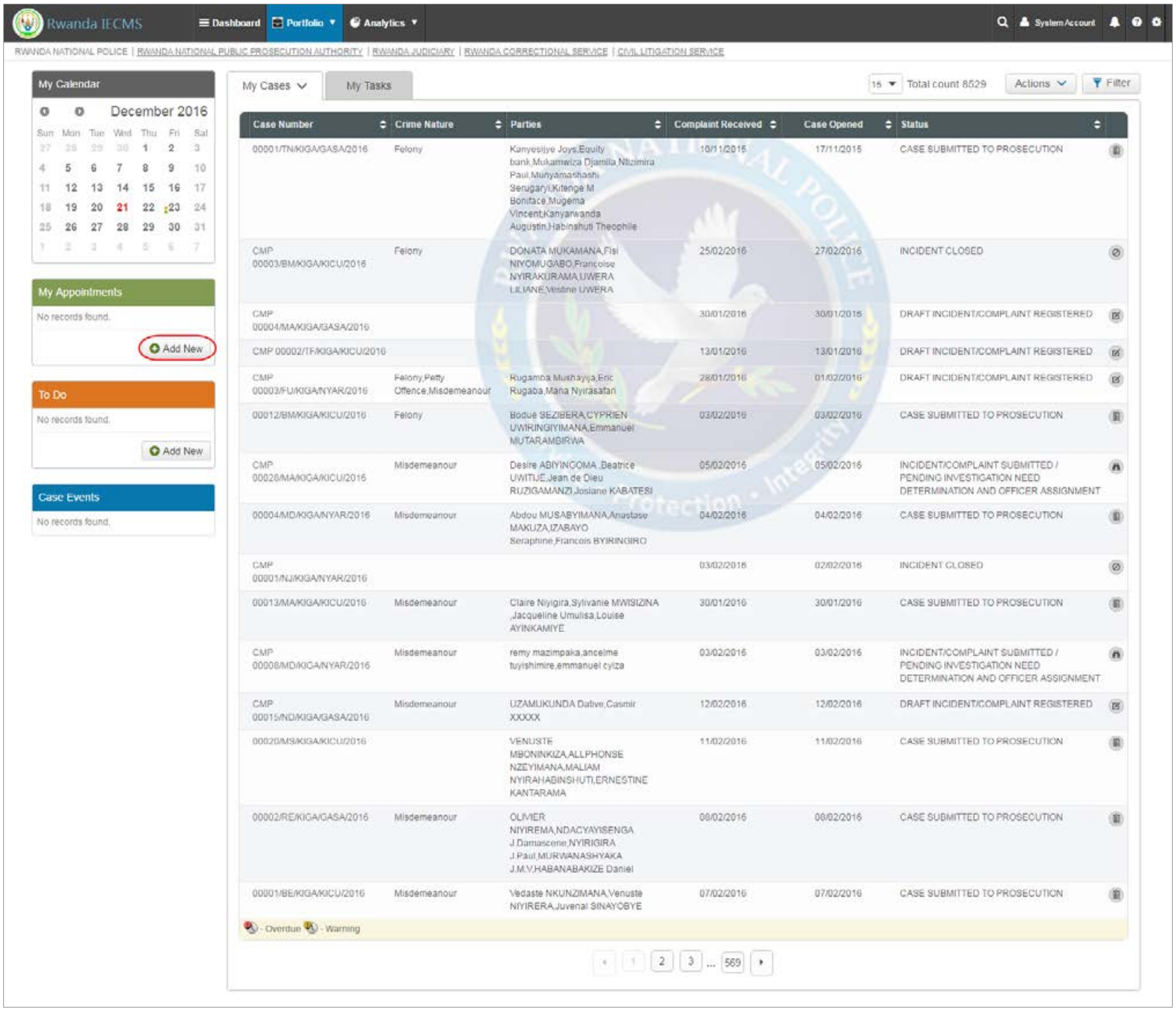

Figure 7: My Appointments in Portfolio

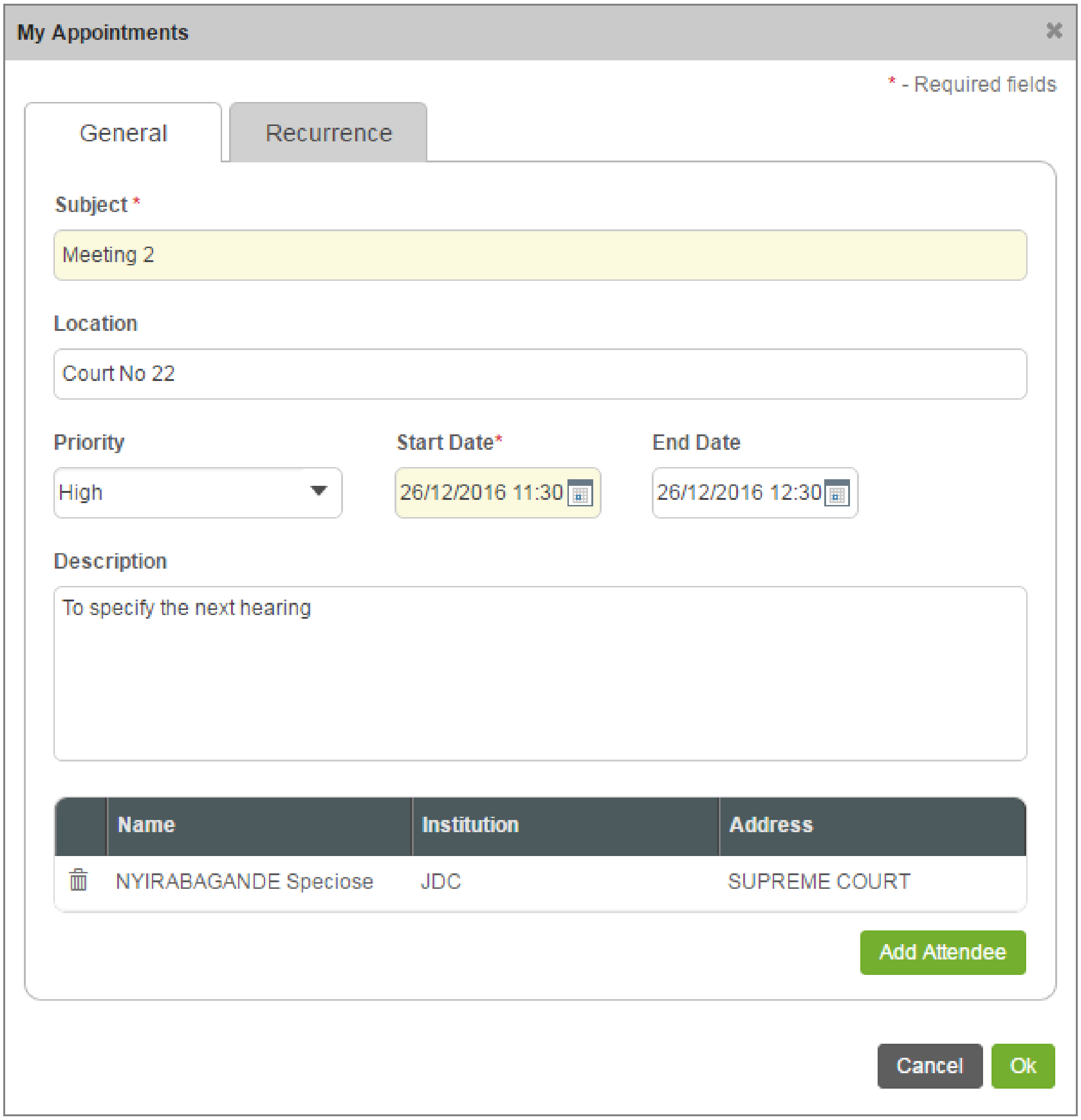

Figure 8: My Appointments Form: General Section

2. Provide the general information about the appointment / to do item as described in the table below:

Note: Some fields in this section are mandatory to be filled in. They are marked with an asterisk.

Field Name	Description
Subject	Provide a one-line synopsis of the purpose that the appointment / to do item has. *This field is mandatory*.

Location	Specify the venue of the appointment / to do item.
Priority	Indicate the **Priority** of the appointment / to do item. The following options are available: • Low • Normal • High • Urgent
Start Date	Specify the date and time when the appointment / to do item is supposed to begin. *This field is mandatory.* A calendar popup is available for the date input, see Figure 9: Calendar.
End Date	Specify the date and time when the appointment / to do item is supposed to end. A calendar popup is available for the date input, see Figure 9: Calendar.
Description	Enter the appointment / to do item **Description**.
Attendees	Select the **Attendees** of the appointment / to do item. For more details, see Managing Attendees.

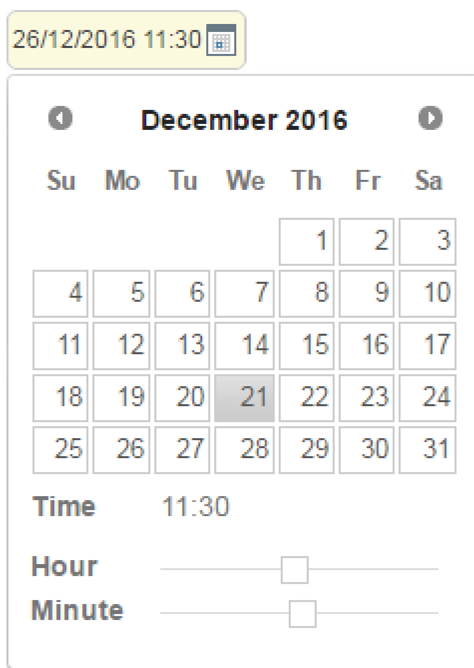

Figure 9: Calendar

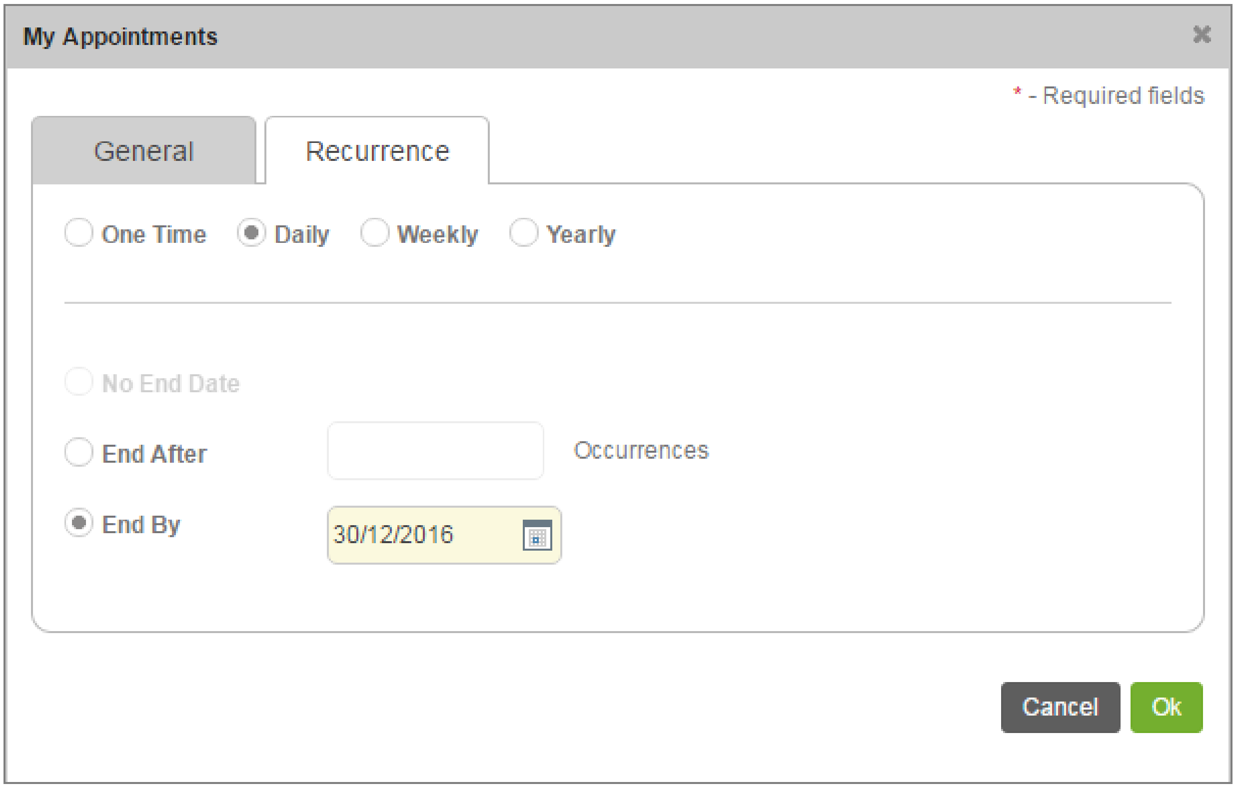

Figure 10: My Appointments Form: Recurrence Section

3. Provide the recurrence information about the appointment as described in the table below (Figure 10):

Note: Some fields in this section are mandatory to be filled in. They are marked with an asterisk.

Field Name	Description
Appointment Recurrence	Specify the appointment recurrence. The following options are available: • One Time • Daily • Weekly • Yearly
Appointment End Information	Specify when the appointment is supposed to end. The following options are available: • No end date

	• End after (a number of) occurrences • End by (date) A calendar popup is available for the date input, see Figure 9: Calendar. **Note:** This field appears if you choose *One Time* / *Weekly* / *Yearly* option in the *Appointment Reoccurrence* field.

4. Click the **Ok** button to save the information input and return to the PORTFOLIO SECTION.

Editing Appointment / To Do Item Details

In order to edit the information provided for an appointment / to do item, follow the steps below:

1. Click the date on the calendar to see the appointments / to do items scheduled for the selected date.
2. Click the ••• icon to the right of the selected record and select the **Edit** option. You will be directed to the appointment / to do item form where the information provided for the selected record will be displayed.
3. Make the appropriate changes.
4. Click the **Ok** button to save the changes made and return to the PORTFOLIO SECTION.

Viewing Appointment / To Do Item Details

In order to review the information provided for an appointment / to do item, follow the steps below:

1. Click the date on the calendar to see the appointments / to do items scheduled for the selected date.
2. Click the **(View)** icon to the right of the selected record. This will open the appointment / to do item details window.

Deleting Appointments / To Do Items

In order to delete an existing appointment / to do item, follow the steps below:

1. Click the date on the calendar to see the appointments / to do items scheduled for the selected date.
2. Click the ••• icon to the right of the selected record and select the **Delete** option.

Managing Attendees

This chapter outlines how you can add and remove attendee records. It also describes how you can browse among the personal records to find the one that you are looking for.

Adding an Attendee

In order to add an attendee, follow the steps below:

1. Click the **Add Attendee** button in the *General* section of the *My Appointments / To Do* form (Figure 8). An *Add Attendee* form will open (Figure 11).
2. Locate the person you want to add an appointment / to do item to. This can be done by using the search mechanism the *My Appointments / To Do* form is equipped with. To find a person, create filtering criteria that will be used to find and display all personal records that match the selection. The following criteria are available:
    - Institution
    - Level
    - Institution Office
    - Responsible Role

    Note: Selection of an institution will filter the lists in the *Institution Office* and *Level* fields and display only those instances that are related to the selection. In the same way, selection of an institution office will filter the list in the *Responsible Role* field. Also, if the lists in the fields are long and hard to browse in, you can make use of the search option. To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list.
3. Alternatively, you may enter the case category title or any part of it in the search box.
    Note: For the search mechanism to yield accurate results, please, make sure to enter at least three symbols (letters and numerals) in the search box.
4. Click the **Search** button. The list of all personal records matching the criteria will be displayed in the *Attendees* table below
5. Select an attendee to add to the *My Appointments / To Do* form by ticking the checkbox to the left of the record.
6. Click the **Ok** button. The selected record will be added to the *Attendees* table of the *My Appointments / To Do* form.

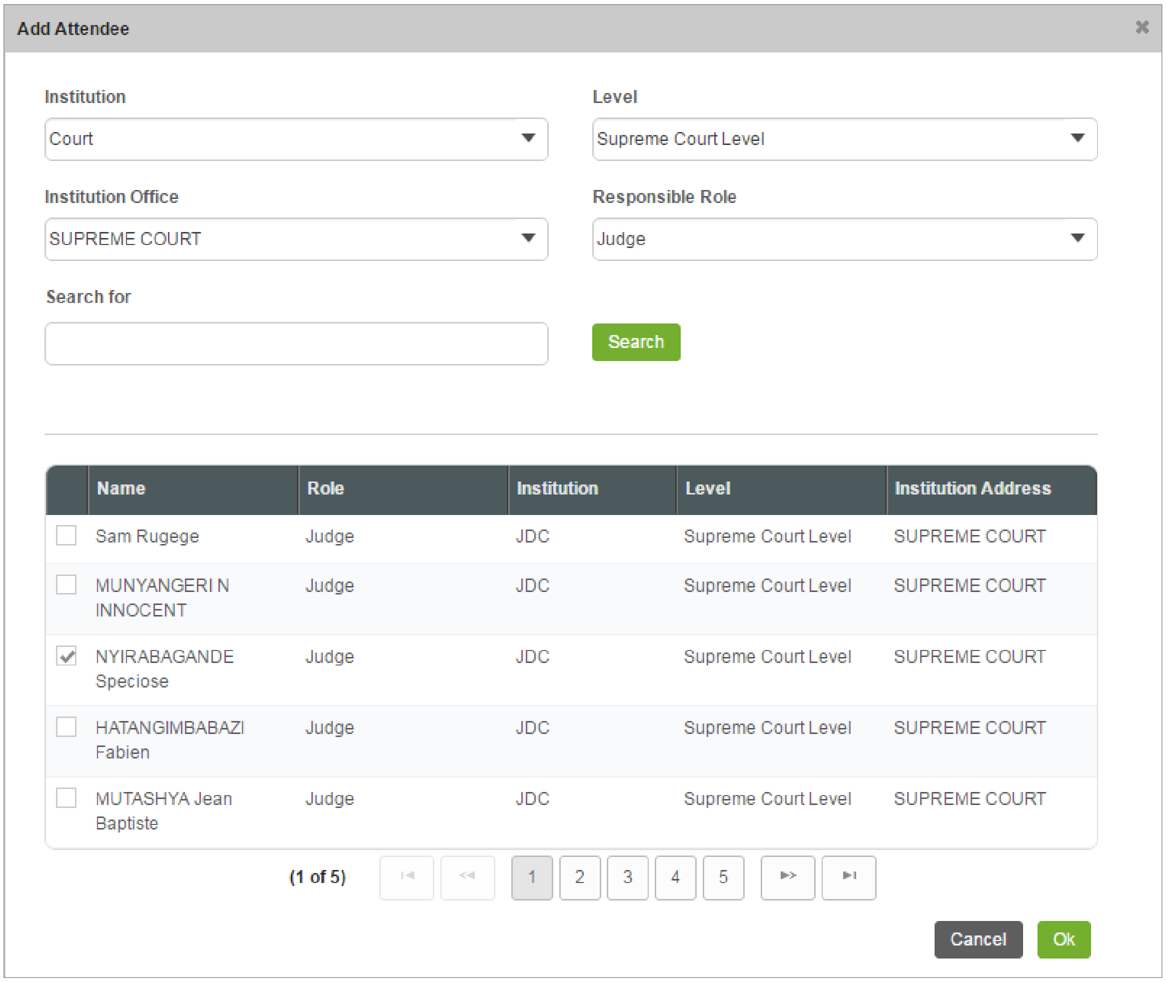

Figure 11: Selecting an Attendee

Browsing among Attendee Records

In order to ensure fast page loading, the *Attendees* table is configured to display only five records per page. However, you can easily locate the record that you are looking for by browsing for it.

To browse among the records displayed to you in the *Attendees* table, click the number link of the page you want to navigate to. The **(First)**, **(Previous)**, **(Next)**, and **(Last)** buttons are used to navigate back and forth through the pages.

Removing Attendee Records

To remove an attendee record, click the **(Remove)** button to the left of the record.

To Do Items

The *Portfolio* section of the *Rwanda IECMS* application provides you with the possibility of creating your own to do list.

For more details on how to add, edit, and delete to do items, see My Appointments.

Case Events

The *Portfolio* section of the *Rwanda IECMS* application provides you with the possibility of viewing the list of cases assigned to you and scheduled to have hearings on a specific date (Figure 12). Here, the system presents case events that the current user has been scheduled to attend and related to the cases entered into the system throughout the pre-defined case procedures. When clicking a particular date in the calendar control, all case events that have a start date equal to the selected date will appear in this list.

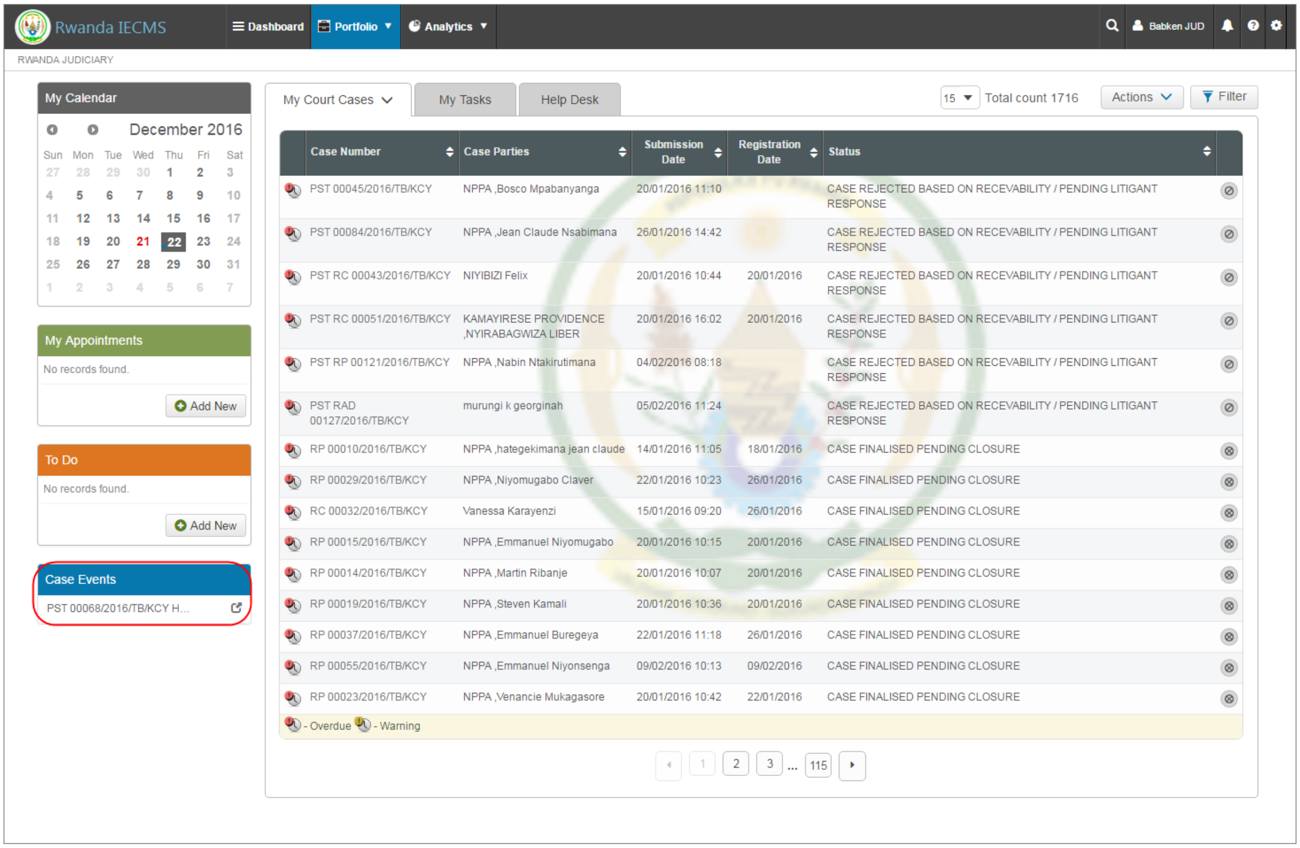

Figure 12: Case Events in Portfolio

Please note that the system automatically generates appointments for case hearings and other case events.

Managing Dataset Instances

The dataset instances recorded in *Rwanda IECMS S* can be viewed in the different sub-sections of the *Portfolio* section. This chapter outlines how you can manage cases belonging to different justice sector institutions and being in different procedural states, as well as record new cases.

Setting the Number of Entries per Page

By default, each sub-section in the *Portfolio* section is set to display 15 entries per page to ensure fast page loading. However, you can define to view a lower / greater number of entries per page. Please, note that setting a higher number of entries to display on each page can potentially impact page load time since you will load more data with each page.

In order to set the number of entries per page, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the corresponding tab.
3. Select the preferred number from the respective drop-down list in the upper right corner of the page. The exact number of items will immediately be displayed on the screen according to your selection (Figure 13).

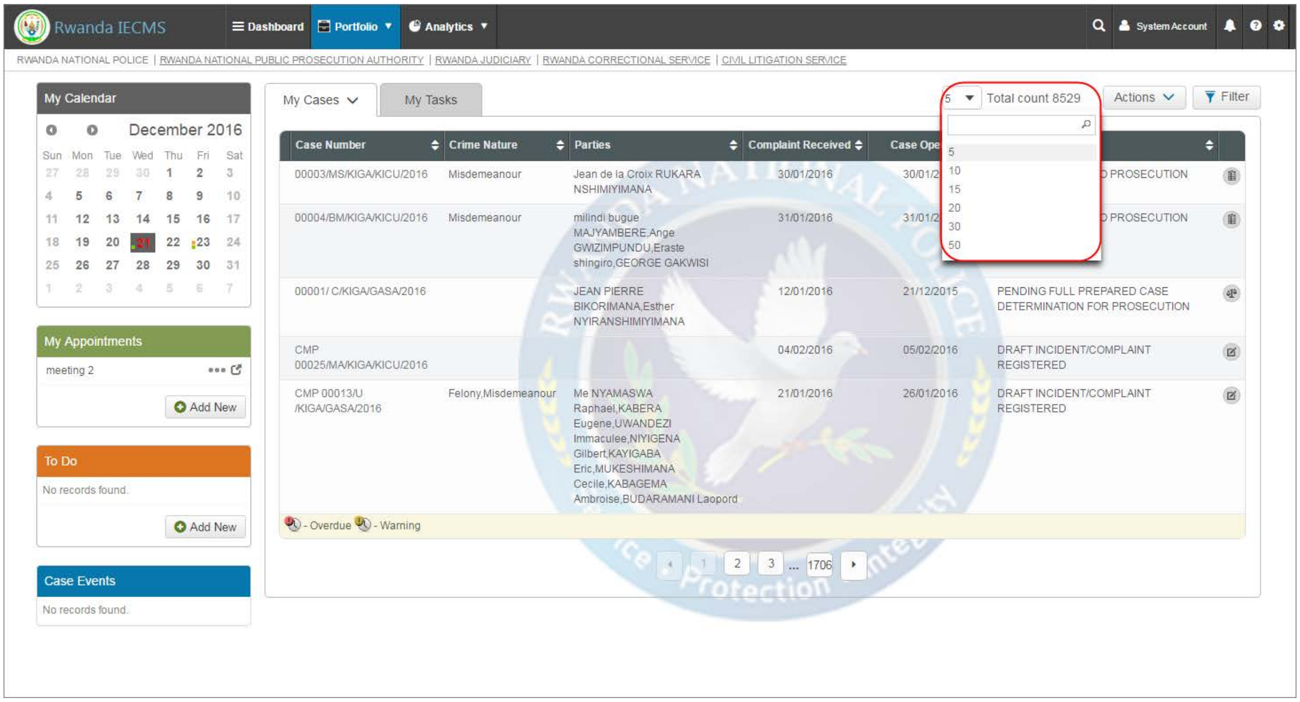

Figure 13: Setting Number of Entries per Page

Note: To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list.

Browsing among Dataset Instances

All sub-sections of the *Portfolio* section have been enhanced with the pagination option. This means that they are enabled with the possibility of splitting the list of records in the sub-sections into pages for paged navigation.

To navigate through the pages, you can use the page numbers at the bottom of the record list, as well as the **(Previous)** and **(Next)** buttons.

Searching for Records by a QR Code

Each case record stored in *Rwanda IECMS* has a unique QR code generated for it. In order to facilitate the process of searching for a definite case record, the *Rwanda IECMS* has been equipped with a specific feature of finding records you are looking for with the help of QR codes.

In order to search for a record by a QR code, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the corresponding tab.
3. Select the **Search by QR Code** option from the *Actions* menu. A *Search by QR Code* window will open displaying the current stream of your web camera.
   Note: Before selecting to search for a case record by a QR code assigned to it, please, make sure that your web camera is connected to your computer and enabled in your browser.
4. Hold the QR code in front of the camera so that the window shows the code in its entirety. The system will read the QR code and will direct you to the *Details* section where the respective case summary will be displayed.
   Note: You should have the respective QR code printed out to be able to use it for searching a record.

MANAGING RNP CASES

The *Rwanda National Police* sub-section of the *Portfolio* section (Figure 14) has been designed to extend its functionality to the police institutions of all levels and ranks, including Police Posts, District and Regional police offices, as well as the Police Headquarters located in Kigali. It is intended to serve as a tool for all users at all organizational structure levels to handle the cases (along with their information) at their own institutions, as well as all the cases filed in the police offices under their direct supervision.

The information for each case displayed in the *My Cases / My Office Cases / My Office Complaints* tabs of the sub-section includes the following:

- **Case Number** – this is a unique number assigned to the case for identification and future reference;
- **Crime Nature** – this shows the nature of the crime that the case is called to investigate;
- **Parties** – this lists the names of all case participants involved in the case;
- **Complaint Received** – this shows the date when the complaint was received;
- **Case Opened** – this shows the date when the case was opened;
- **Status** – this shows the current status of the case.

The information for each task displayed in the *My Tasks* tab of the sub-section includes the following:

- **Task Number** – this is a unique number assigned to the task for identification and future reference;
- **Task Type** – this identifies the task type;
- **Subject** – this displays a one-line synopsis of the task description;
- **Regarding Responsible** – this lists the names of the persons in charge of implementing the task;
- **Due Date** – this shows the date when the task should be completed;
- **Status** – this shows the current status of the task.

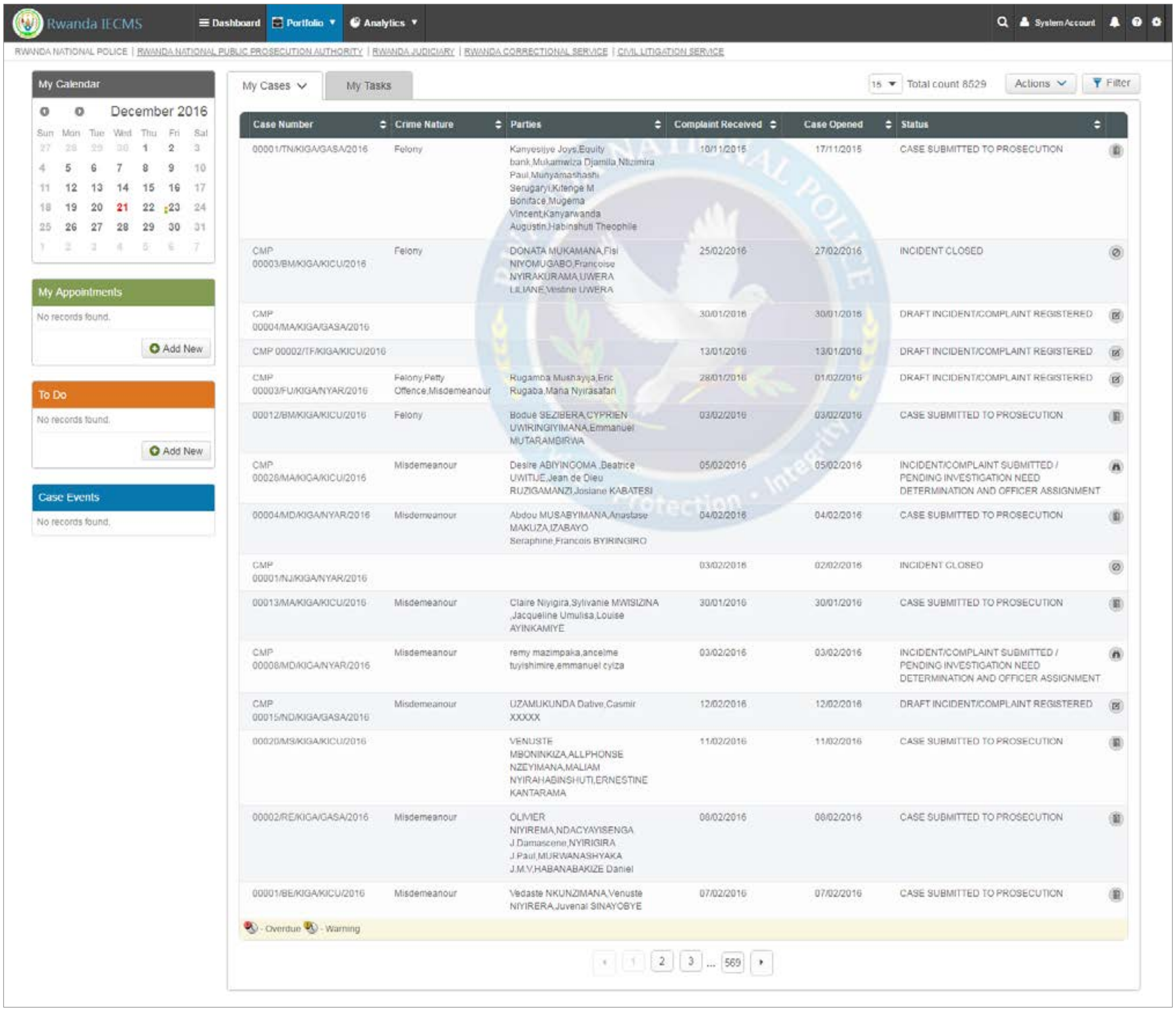

Figure 14: Rwanda National Police Sub-section

In the *Rwanda National Police* sub-section of the *Portfolio* section, a new complaint / incident record may be created; details of the existing records can be viewed. Moreover, it is possible to browse case / task records and filter them according to definite criteria.

Creating a New Complaint / Incident Record

In order to create a new complaint / incident record in the *Rwanda National Police* sub-section of the *Portfolio* section, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda National Police** tab or select the respective option from the *Portfolio* drop-down list.

3. Select the **New Complaint / Incident** option from the *Actions* menu (Figure 14). You will be directed to the *Rwanda National Police* module in *Rwanda IECMS* where a blank data entry form will open.
4. Fill in the form as it is described in the *Rwanda IECMS Rwanda National Police Application User Manual* in REFERENCES.
5. Save the information input and close the form.

Viewing Complaint / Incident Details

In order to view the details of complaint / incident records in the *Rwanda National Police* sub-section of the *Portfolio* section, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda National Police** tab or select the respective option from the *Portfolio* drop-down list.
3. Click the case number of the complaint / incident that you want to see the details for. You will be directed to the *Rwanda National Police* module in *Rwanda IECMS* where the case summary will be displayed.

Editing Complaint / Incident Details

In order to edit the details of complaint / incident records in the *Rwanda National Police* sub-section of the *Portfolio* section, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda National Police** tab or select the respective option from the *Portfolio* drop-down list.
3. Click the case number of the complaint / incident that you want to see the details for. You will be directed to the *Rwanda National Police* module in *Rwanda IECMS* where the case summary will be displayed.
4. Click the **Edit** button in the top right corner of the case summary page.
5. Make the required changes in the data displayed as it is described in the *Rwanda IECMS Rwanda National Police Application User Manual* in REFERENCES.
6. Save the changes made and close the form.

MANAGING RNPPA CASES

The *Rwanda National Public Prosecution Authority* sub-section of the *Portfolio* section (Figure 15) designed to extend its functionality to all NPPA institutions at different organizational levels, including the NPPA Headquarters with all its units and Decentralized NPPA offices (both intermediate and primary). It is intended to serve as a tool for all users at all organizational structure levels to handle the prosecution cases, i.e. cases that are brought against persons by legal authorities (along with their information).

The information for each case displayed in the *My Cases / My Office Cases* tab of the sub-section includes the following:

- **Case Number** – this is a unique number assigned to the case for identification and future reference;
- **Crime Nature** – this shows the nature of the crime that the case is called to investigate;
- **Parties** – this lists the names of all case participants involved in the case;
- **Case Received** – this shows the date when the case was received at the prosecution office;
- **Case Filed** – this shows the date when the case was filed;
- **Status** – this shows the current status of the case.

The information for each task displayed in the *My Tasks* tab of the sub-section includes the following:

- **Task Number** – this is a unique number assigned to the task for identification and future reference;
- **Task Type** – this identifies the task type;
- **Subject** – this displays a one-line synopsis of the task description;
- **Regarding Responsible** – this lists the names of the persons in charge of implementing the task;
- **Due Date** – this shows the date when the task should be completed;
- **Status** – this shows the current status of the task.

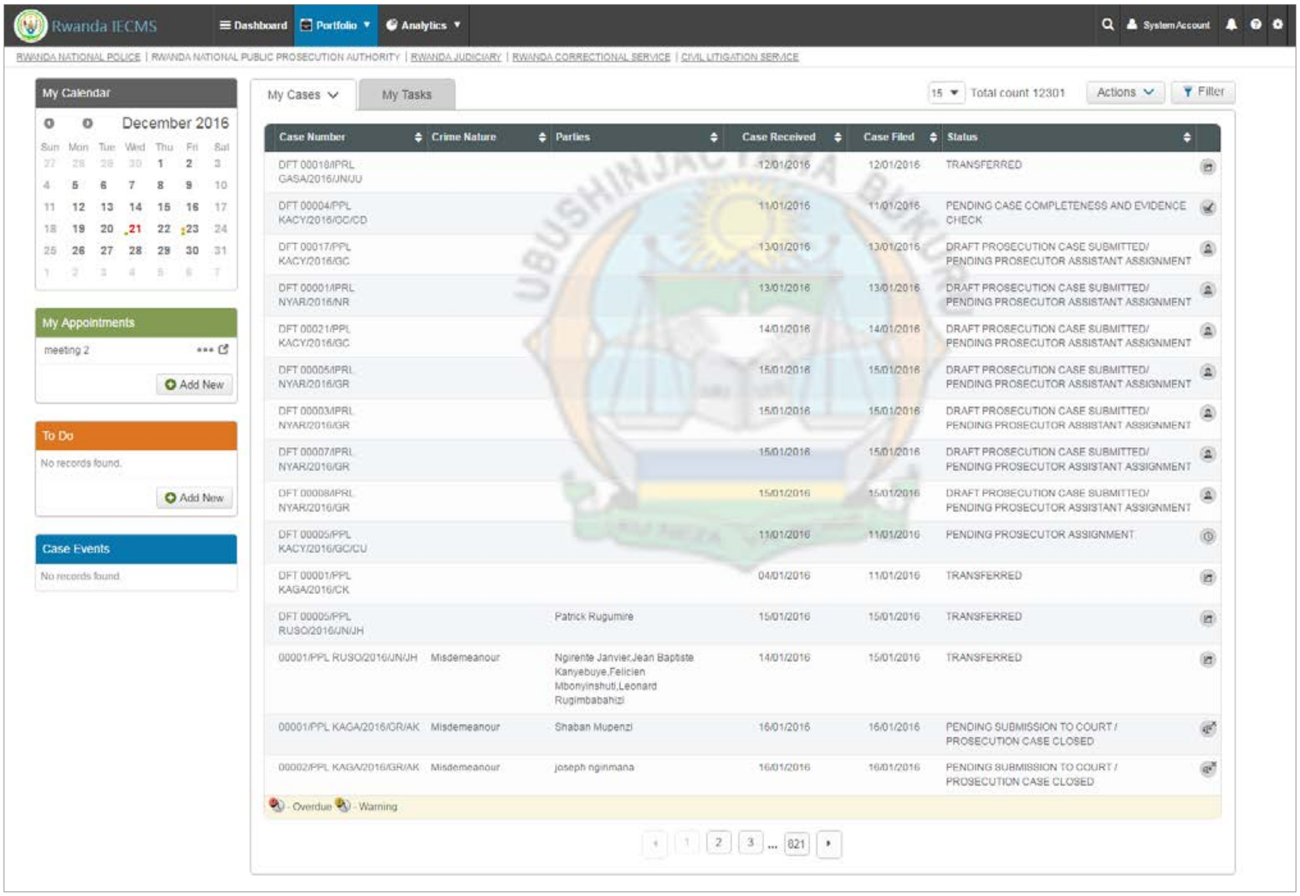

Figure 15: Rwanda National Public Prosecution Authority Sub-section

In the *Rwanda National Public Prosecution Authority* sub-section of the *Portfolio* section, a new prosecution case may be created; details of the existing records can be viewed. Moreover, it is possible to browse case / task records and filter them according to definite criteria.

Creating a New Prosecution Case Record

In order to create a new prosecution case record in the *Rwanda National Public Prosecution Authority* sub-section of the *Portfolio* section, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda National Public Prosecution Authority** tab or select the respective option from the *Portfolio* drop-down list.
3. Select the **New Prosecution Case** option from the *Actions* menu (Figure 15). You will be directed to the *Rwanda National Public Prosecution Authority* module in *Rwanda IECMS* where a blank data entry form will open.

4. Fill in the form as it is described in the *Rwanda IECMS Rwanda National Public Prosecution Authority Application User Manual* in REFERENCES.
5. Save the information input and close the form.

Viewing Prosecution Case Details

In order to view the details of prosecution case records in the *Rwanda National Public Prosecution Authority* sub-section of the *Portfolio* section, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda National Public Prosecution Authority** tab or select the respective option from the *Portfolio* drop-down list.
3. Click the number of the prosecution case that you want to see the details for. You will be directed to the *Rwanda National Public Prosecution Authority* module in *Rwanda IECMS* where the case summary will be displayed.

Editing Prosecution Case Details

In order to edit the details of prosecution case records in the *Rwanda National Public Prosecution Authority* sub-section of the *Portfolio* section, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda National Public Prosecution Authority** tab or select the respective option from the *Portfolio* drop-down list.
3. Click the number of the prosecution case that you want to see the details for. You will be directed to the *Rwanda National Public Prosecution Authority* module in *Rwanda IECMS* where the case summary will be displayed.
4. Click the **Edit** button in the top right corner of the case summary page.
5. Make the required changes in the data displayed as it is described in the *Rwanda IECMS Rwanda National Public Prosecution Authority Application User Manual* in REFERENCES.
6. Save the changes made and close the form.

MANAGING RWANDA JUDICIARY CASES

The *Rwanda Judiciary* sub-section of the *Portfolio* section (Figure 16) has been designed to extend its functionality to the court institutions of all levels, including Commercial High Court, High Court Kigali, Supreme Court of Rwanda, etc. It is intended to serve as a tool for all users at all organizational structure levels to handle the judiciary cases (along with their information) at their own institutions.

The information for each case displayed in the *My Cases / My Court Cases / My Closed Cases* tab of the sub-section includes the following:

- **Case Number** – this is a unique number assigned to the case for identification and future reference;
- **Case Parties** – this lists the names of all case participants involved into the court case;
- **Submission Date** – this shows the date when the case was submitted;
- **Registration Date** – this shows the date when the case was registered;
- **Status** – this shows the current status of the case.

The information for each task displayed in the *My Tasks* tab of the sub-section includes the following:

- **Task Number** – this is a unique number assigned to the task for identification and future reference;
- **Task Type** – this identifies the task type;
- **Subject** – this displays a one-line synopsis of the task description;
- **Regarding Responsible** – this lists the names of the persons in charge of implementing the task;
- **Due Date** – this shows the date when the task should be completed;
- **Status** – this shows the current status of the task.

Note: The *Rwanda Judiciary* sub-section of the *Portfolio* section has been enhanced with the Help Desk feature intended to provide the general public with help and support regarding the functions of judiciary institutions in Rwanda. For more details on how you can take advantage of the help desk option, see Managing Help Desk Topics.

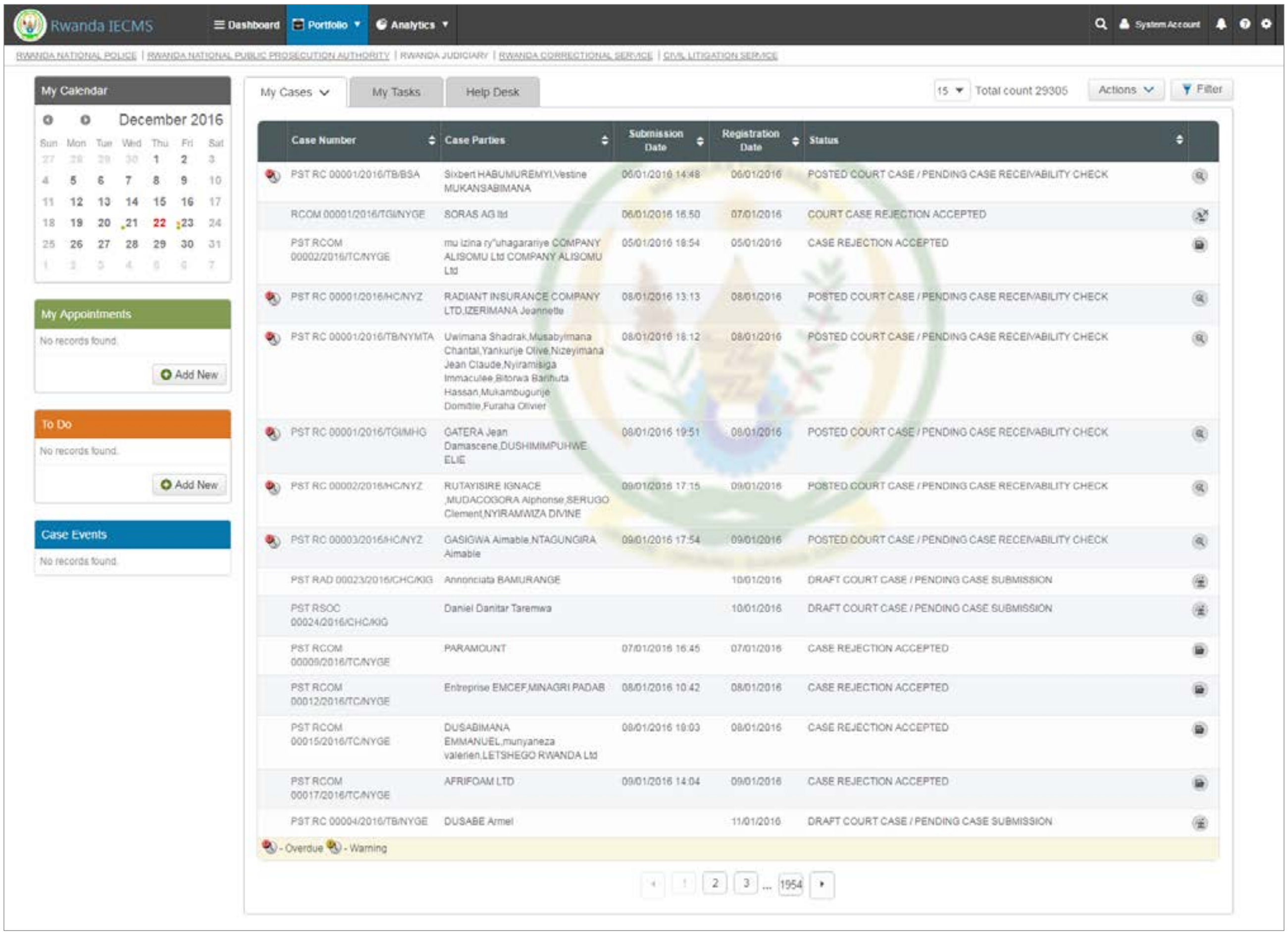

Figure 16: Rwanda Judiciary Sub-section

In the *Rwanda Judiciary* sub-section of the *Portfolio* section, a new court case record may be created; details of the existing records can be viewed. Moreover, it is possible to browse case / task / help desk records and filter them according to definite criteria.

Creating a New Court Case Record

In order to create a new court case record in the *Rwanda Judiciary* sub-section of the *Portfolio* section, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda Judiciary** tab or select the respective option from the *Portfolio* drop-down list.
3. Select the **New Court Case** option from the *Actions* menu (Figure 16). You will be directed to the *Rwanda Judiciary* module in *Rwanda IECMS* where a blank data entry form will open.

4. Fill in the form as it is described in the *Rwanda IECMS Rwanda Judiciary Application User Manual* in REFERENCES.
5. Save the information input and close the form.

Viewing Court Case Details

In order to view the details of court case records in the *Rwanda Judiciary* sub-section of the *Portfolio* section, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda Judiciary** tab or select the respective option from the *Portfolio* drop-down list.
3. Click the number of the court case that you want to see the details for. You will be directed to the *Rwanda Judiciary* module in *Rwanda IECMS* where the case summary will be displayed.

Editing Court Case Details

In order to edit the details of court case records in the *Rwanda Judiciary* sub-section of the *Portfolio* section, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda Judiciary** tab or select the respective option from the *Portfolio* drop-down list.
3. Click the number of the court case that you want to see the details for. You will be directed to the *Rwanda Judiciary* module in *Rwanda IECMS* where the case summary will be displayed.
4. Click the **Edit** button in the top right corner of the case summary page.
5. Make the required changes in the data displayed as it is described in the *Rwanda IECMS Rwanda Judiciary Application User Manual* in REFERENCES.
6. Save the changes made and close the form.

Managing Help Desk Topics

This chapter outlines how you can make use of the help desk option in order to support general public and provide them with information related to the functions of the Rwanda Judiciary institutions. More specifically, the chapter will outline how you can add help questions and post replies to them, select personnel that can best address the issue raised, etc.

Please, note that the information for each inquiry displayed in the *Help Desk* tab of the *Rwanda Judiciary* sub-section includes inquiries by public users about the judiciary cases recorded in the system.

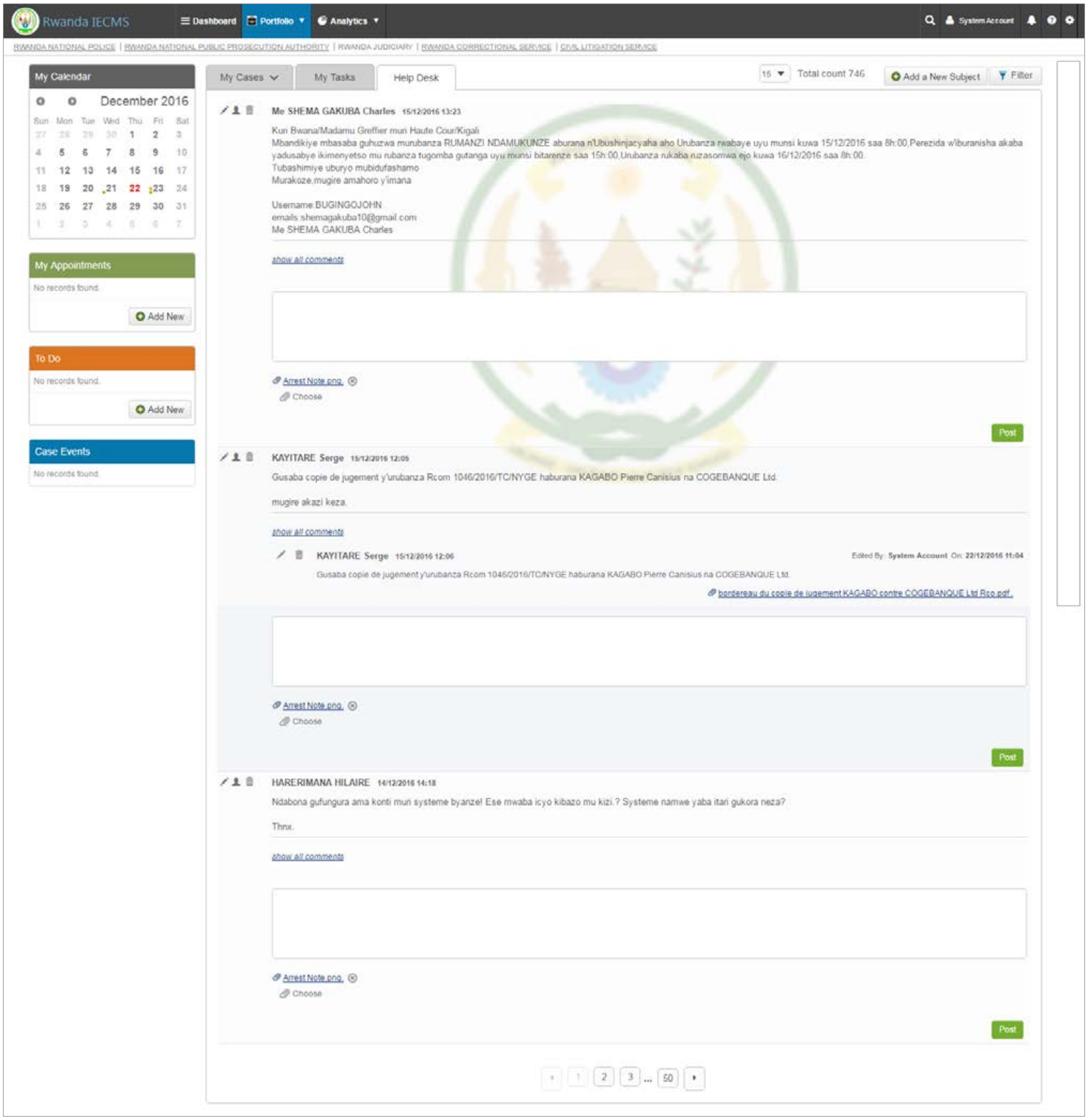

Figure 17: Help Desk Tab

Managing Help Subjects

This chapter outlines how you can add, edit, and remove help subjects for public inquiries.

Adding a Help Subject

In order to add a help subject, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda Judiciary** tab or select the respective option from the *Portfolio* drop-down list.
3. Navigate to the **Help Desk** tab.
4. Click the **Add a New Subject** button in the upper right corner of the page. An *Add Subject* form will open (Figure 18).
5. Select the **Court** the inquiry is directed to. *This field is mandatory*.
   Note: If the list of courts is long and hard to browse in, you can make use of the search option. To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list.
6. Provide detailed description of the inquiry in the **Subject** field. *This field is mandatory*.
7. Click the **Ok** to save the information input. The new subject inquiry will be displayed in the *Help Desk* tab.

Figure 18: Adding a New Subject

Note: Once you post the help subject you, you will not be able to change the court the inquiry is addressed to.

Editing Help Subjects

In order to edit a help subject, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda Judiciary** tab or select the respective option from the *Portfolio* drop-down list.
3. Navigate to the **Help Desk** tab.
4. Click the **(Edit)** button to the left of the help subject that you want to modify. The *Add Subject* form will open.
5. Make the required changes in the data displayed.
6. Click the **Ok** to save the changes made. Or, click **Cancel** to discard them.

Removing Help Subject Records

In order to remove a help subject record, click the **(Remove)** button to the left of the record.

Viewing Help Subject Comments

To view comments made for a specific help subject, click the **Show all comments** link and define whether you want to display the newest or previous comments first. The comments will be displayed in to the order you selected.

Managing Participants

This chapter outlines how to add and remove participants for an existing help subject. It also describes how you can browse among the participant records to find the one that you are looking for.

Adding an Inquiry Participant

In order to add an inquiry participant, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda Judiciary** tab or select the respective option from the *Portfolio* drop-down list.

3. Navigate to the **Help Desk** tab.
4. Click the button to the left of the subject you want to add a participant to. An *Add Participants* form will open (Figure 19).

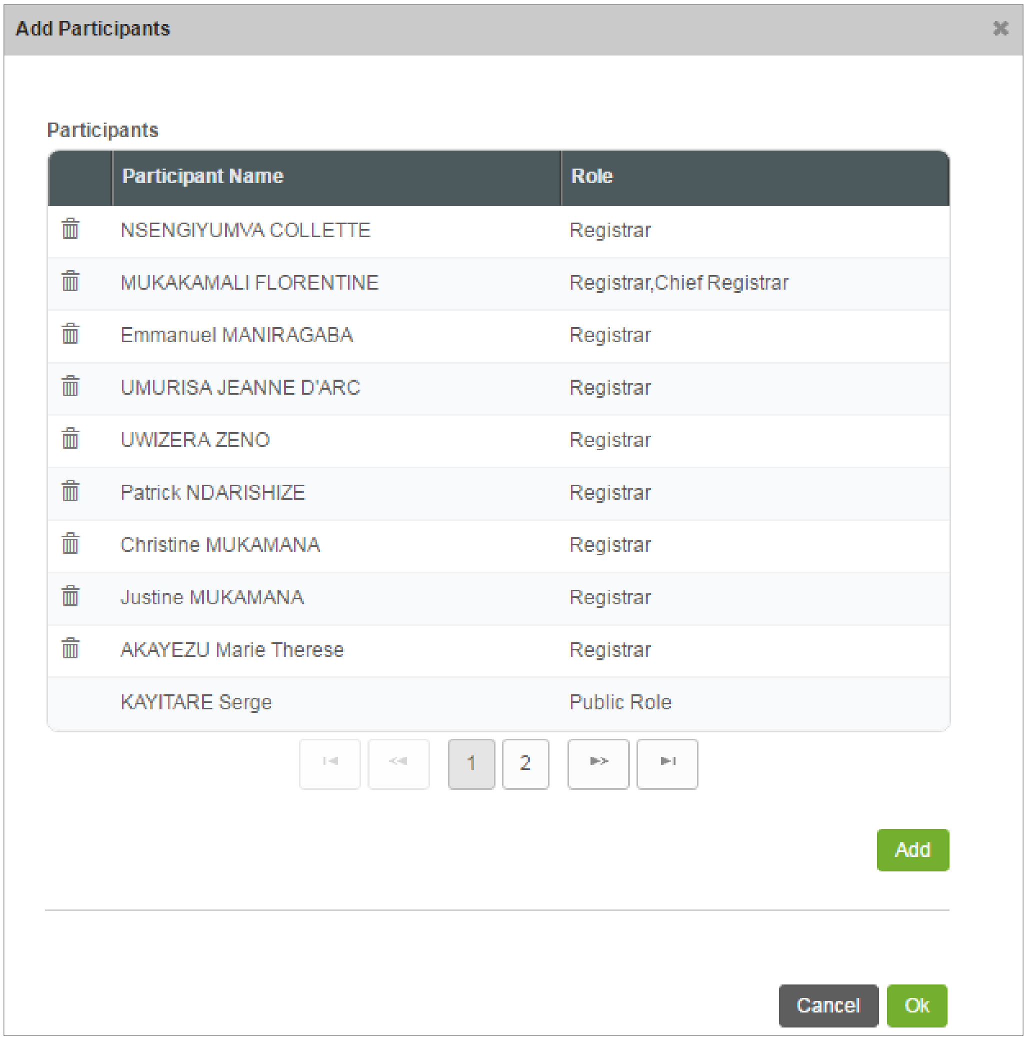

Figure 19: Adding a New Participant

5. Click **Add** button at the bottom of the *Participants* field. A *Search Participants* form will open (Figure 20).
6. Locate the person to mark as a participant for the inquiry. This can be done by using the search mechanism the *Search Participants* form is equipped with. To find a person, specify whether the person belongs to the *Public User* or *Court User* group.
   Note: Selection of a user group will filter the list of participants and display only those instances that belong to the selected group.
7. Alternatively, you may enter the case category title or any part of it in the search box.

Note: For the search mechanism to yield accurate results, please, make sure to enter at least three symbols (letters and numerals) in the search box.

8. Click the **Search** button. The list of all the personal records matching the criteria will be displayed in the *Participants* table below.
9. Select the participant record that you want to add to the inquiry by ticking the checkbox to the left of the record.
10. Click the **Ok** button to save the information input. The selected records will be displayed in the *Participants* field.

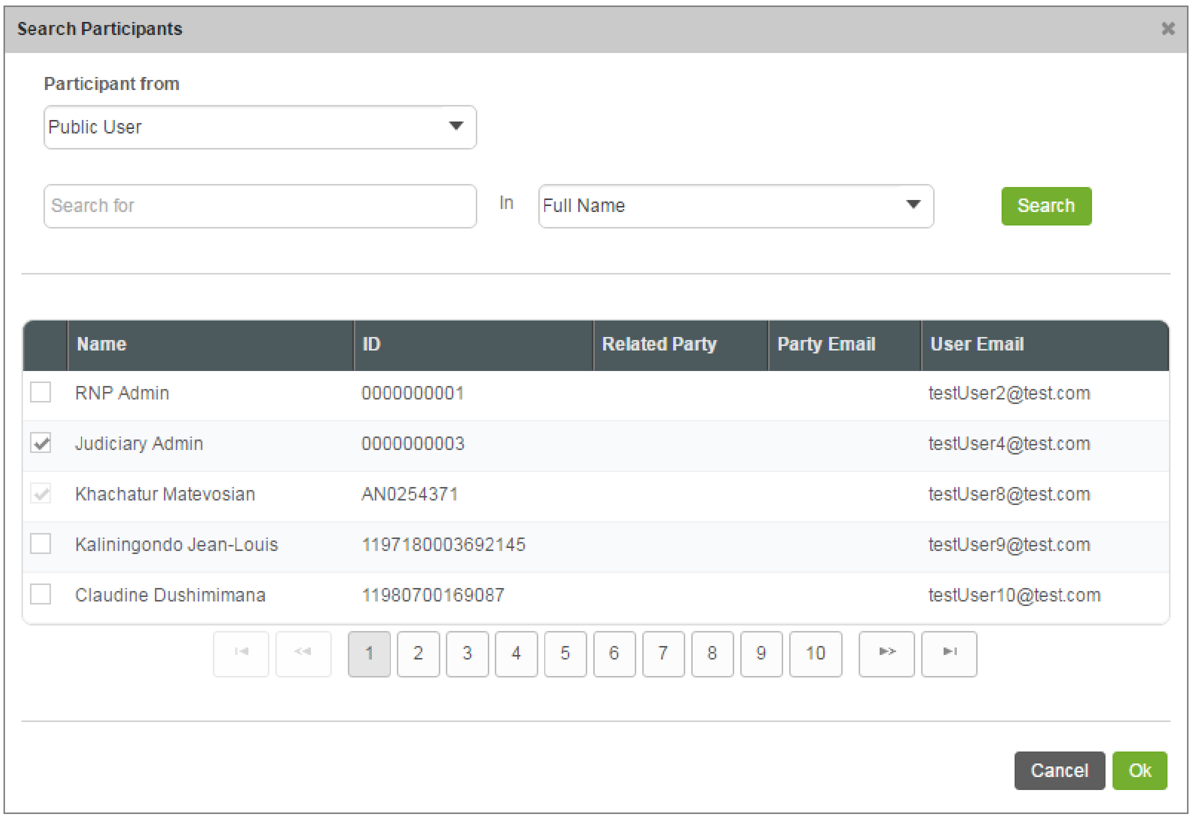

Figure 20: Searching for Participants

Browsing among Inquiry Participants

In order to ensure fast page loading, the *Participants* table is configured to display only five records per page. However, you can easily locate the record that you are looking for by browsing for it.

To browse among the records displayed to you in the *Participants* table, click the number link of the page you want to navigate to. The **(First)**, **(Previous)**, **(Next)**, and **(Last)** buttons are used to navigate back and forth through the pages.

Removing Inquiry Participants

In order to remove an inquiry participant, click the **(Remove)** button to the left of the participant name.

Managing Subject Posts

This chapter outlines how to add new posts to the existing help subjects, as well as edit and remove them.

Adding a Subject Post

In order to add a subject post, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda Judiciary** tab or select the respective option from the *Portfolio* drop-down list.
3. Navigate to the **Help Desk** tab.
4. Provide the new post details for an existing subject (Figure 21).
5. Attach any supporting documents or images that may contain post related information. For more details, see Managing Attachments.
6. Click **Post** button. The post will appear in the subject field.

Figure 21: Adding a New Subject Post

Editing Subject Posts

In order to edit a subject post, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda Judiciary** tab or select the respective option from the *Portfolio* drop-down list.
3. Navigate to the **Help Desk** tab.
4. Click the **(Edit)** button to the left of the post that you want to modify. This will activate the selected post.
5. Make the required changes in the post description.
6. Click the **Post** button to save the changes made. Or, click **Cancel** to discard them.

Removing Subject Posts

In order to remove a subject post, click the **(Remove)** button to the left of the post.

Managing Attachments

This chapter outlines how to attach documents and images, view and remove them.

Adding an Attachment

In order to attach an image, click the button and select the file to upload.

Viewing Attachments

Click the title of the corresponding attachment you want to view. The attached file will be displayed in your browser or you may download it to your local PC.

Removing Attachments

In order to remove an attachment, click the button to the right of the attachment title.

MANAGING RCS CASES

The *Rwanda Correctional Service* sub-section of the *Portfolio* section (Figure 22) has been designed to extend its functionality to the correctional institutions of all levels and ranks. It is intended to serve as a tool for all users at all organizational structure levels to handle the cases (along with their information) at their own institutions, as well as all the cases filed in the institutions and offices under their direct supervision.

The information for each case displayed in the *My Establishment Cases / Cases Pending Release* tab of the dataset includes the following:

- **Case Number** – this is a unique number assigned to the case for identification and future reference;
- **Decision Type** – this shows the decision made in relation to the RCS case;
- **Inmate** – this displays the name of the inmate included into the case;
- **RCS Arriving Date** – this shows the date when the inmate was imprisoned;
- **Release Date** – this shows the date when the inmate should be released;
- **Status** – this shows the current status of the case.

The information for each task displayed in the *My Tasks* tab of the sub-section includes the following:

- **Task Number** – this is a unique number assigned to the task for identification and future reference;
- **Task Type** – this identifies the task type;
- **Subject** – this displays a one-line synopsis of the task description;
- **Regarding Responsible** – this lists the names of the persons in charge of implementing the task;
- **Due Date** – this shows the date when the task should be completed;
- **Status** – this shows the current status of the task.

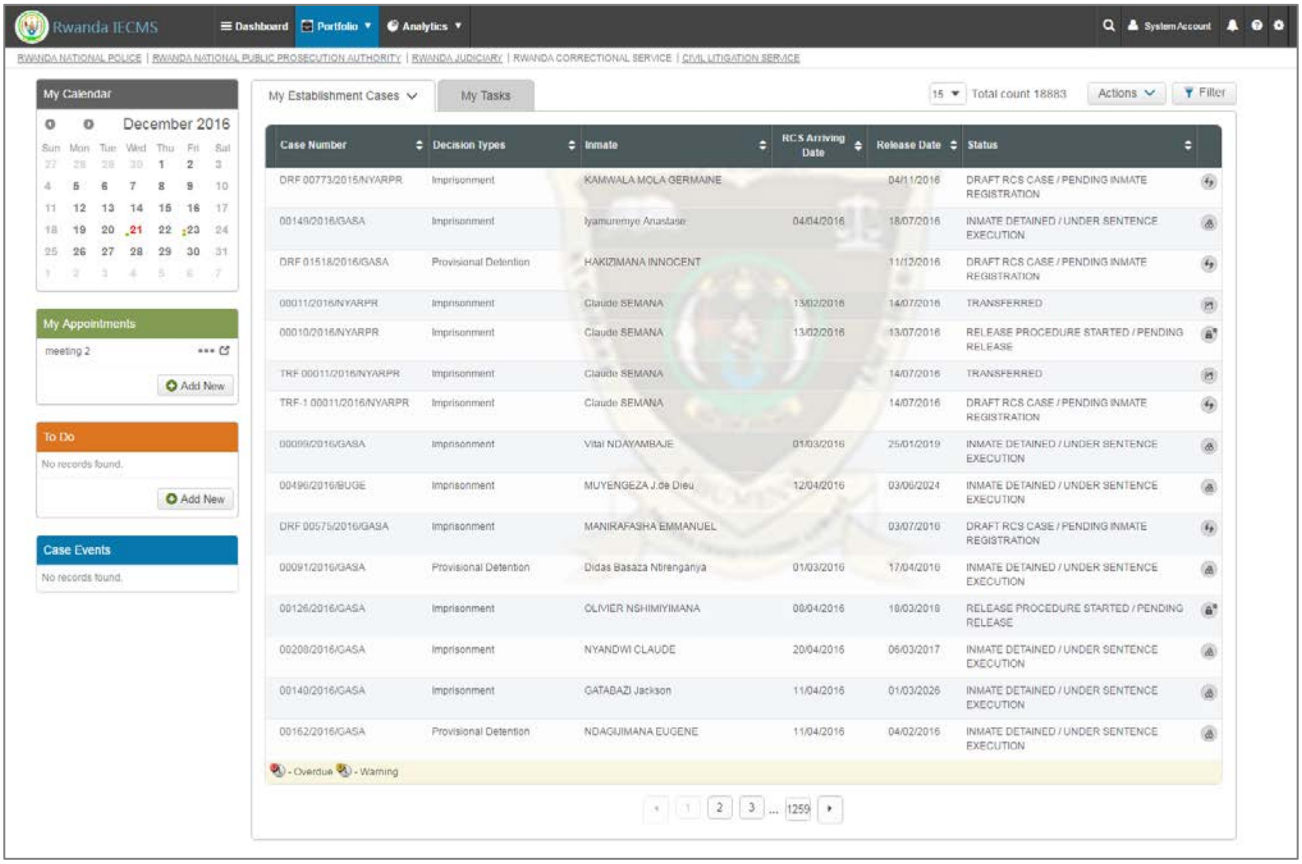

Figure 22: Rwanda Correctional Service Sub-section

In the *Rwanda Correctional Service* sub-section of the *Portfolio* section, a new RCS case record may be created; details of the existing records can be viewed. Moreover, it is possible to browse case / task records and filter them according to definite criteria.

Creating an RCS Case Record

In order to create a new RCS case record in the *Rwanda Correctional Service* sub-section of the *Portfolio* section, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda Correctional Service** tab or select the respective option from the *Portfolio* drop-down list.
3. Select the **New RCS Case** option from the *Actions* menu (Figure 22). You will be directed to the *Rwanda Correctional Service* module in *Rwanda IECMS* where a blank data entry form will open.
4. Fill in the form as it is described in the *Rwanda IECMS Rwanda Correctional Service Application User Manual* in REFERENCES.

5. Save the information input and close the form.

Viewing RCS Case Details

In order to view the details of RCS case records in the *Rwanda Correctional Service* sub-section of the *Portfolio* section, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda Correctional Service** tab or select the respective option from the *Portfolio* drop-down list.
3. Click the number of the RCS case that you want to see the details for. You will be directed to the *Rwanda Correctional Service* module in *Rwanda IECMS* where the case summary will be displayed.

Editing RCS Case Details

In order to edit the details of RCS case records in the *Rwanda Correctional Service* sub-section of the *Portfolio* section, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda Correctional Service** tab or select the respective option from the *Portfolio* drop-down list.
3. Click the number of the RCS case that you want to see the details for. You will be directed to the *Rwanda Correctional Service* module in *Rwanda IECMS* where the case summary will be displayed.
4. Click the **Edit** button in the top right corner of the case summary page.
5. Make the required changes in the data displayed as it is described in the *Rwanda IECMS Rwanda Correctional Service Application User Manual* in REFERENCES.
6. Save the changes made and close the form.

MANAGING CLS CASES

The *Civil Litigation Service* sub-section of the *Portfolio* section (Figure 23) has been designed to record information on legal disputes between governmental entities and other parties that seek money damages or specific performance rather than criminal sanctions. The module is intended to serve as a tool for managing and storing information on civil litigation cases and helps in monitoring the execution of the court decisions.

The information for each case displayed in the *My Cases / My Office Cases* tab of the sub-section includes the following:

- **Court Case Number** – this is a unique number assigned to the court case for identification and future reference;
- **CLS Case Number** – this is a unique code assigned to the CLS case for identification and future reference;
- **Case Category** – this shows the case category that best describes it;
- **Case Parties** – this lists the names of all participants involved into the case;
- **Submission Date** – this shows the date when the case was submitted;
- **Status** – this shows the current status of the case.

The information for each task displayed in the *My Tasks* tab of the sub-section includes the following:

- **Task Number** – this is a unique number assigned to the task for identification and future reference;
- **Task Type** – this identifies the task type;
- **Subject** – this displays a one-line synopsis of the task description;
- **Regarding Responsible** – this lists the names of the persons in charge of implementing the task;
- **Due Date** – this shows the date when the task should be completed;
- **Status** – this shows the current status of the task.

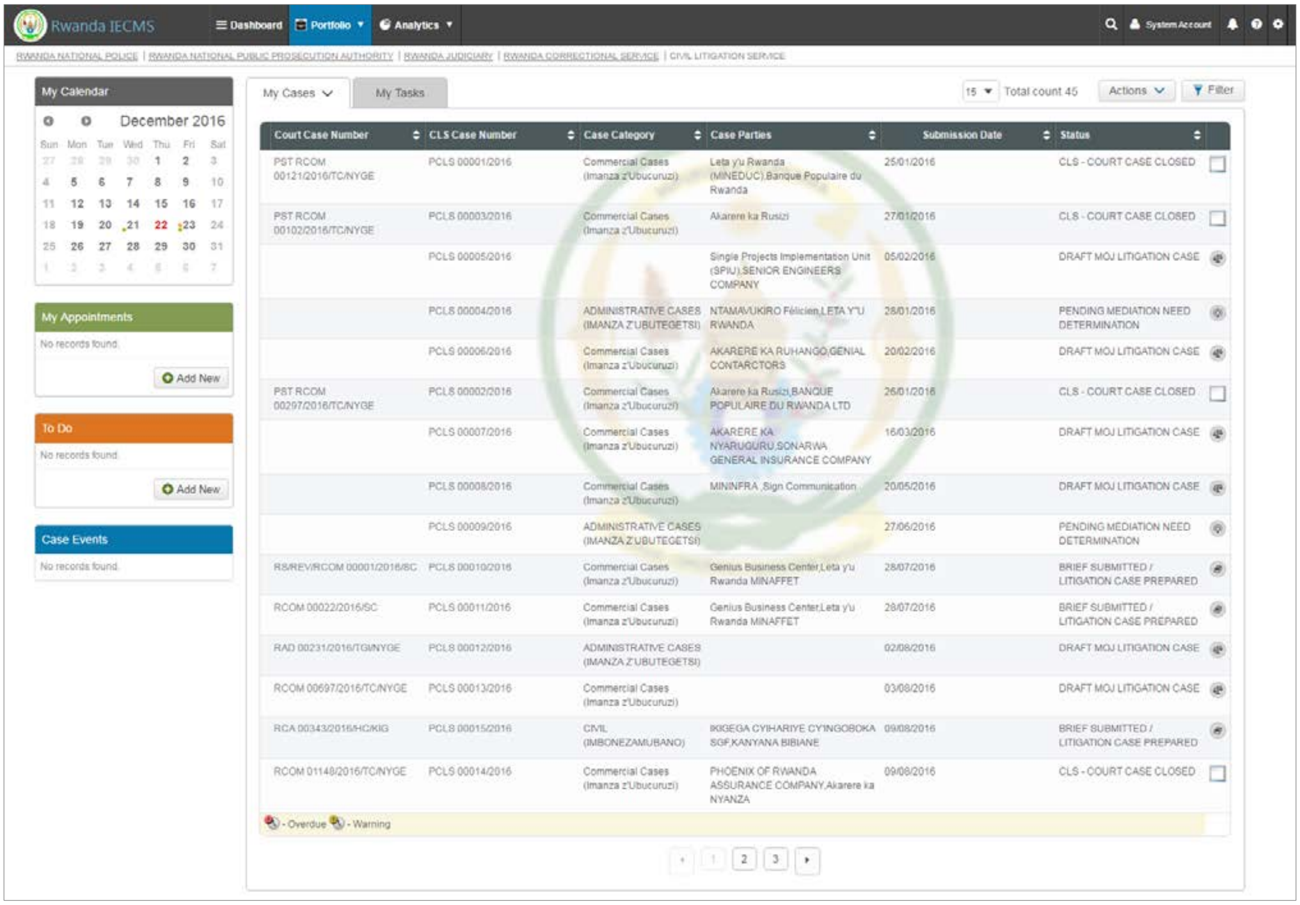

Figure 23: Civil Litigation Service Sub-Section

In the *Civil Litigation Service* dataset of the *Portfolio* section, a new litigation case record may be created; details of the existing records can be viewed. Moreover, it is possible to browse case / task records and filter them according to definite criteria.

Creating a Litigation Case Record

In order to create a new litigation case record in the *Civil Litigation Service* sub-section of the *Portfolio* section, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Civil Litigation Service** tab or select the respective option from the *Portfolio* drop-down list.
3. Select the **New Litigation Case** option from the *Actions* menu (Figure 23). You will be directed to the *Rwanda Litigation Service* module in *Rwanda IECMS* where a blank data entry form will open.

4. Fill in the form as it is described in the *Rwanda IECMS Rwanda Litigation Service Application User Manual* in REFERENCES.
5. Save the information input and close the form.

Viewing Litigation Case Details

In order to view the details of litigation case records in the *Civil Litigation Service* sub-section of the *Portfolio* section, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Civil Litigation Service** tab or select the respective option from the *Portfolio* drop-down list.
3. Click the number of the litigation case that you want to see the details for. You will be directed to the *Rwanda Litigation Service* module in *Rwanda IECMS* where the case summary will be displayed.

Editing Litigation Case Details

In order to edit the details of litigation case records in the *Rwanda Litigation Service* sub-section of the *Portfolio* section, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the **Rwanda Litigation Service** tab or select the respective option from the *Portfolio* drop-down list.
3. Click the number of the litigation case that you want to see the details for. You will be directed to the *Rwanda Litigation Service* module in *Rwanda IECMS* where the case summary will be displayed.
4. Click the **Edit** button in the top right corner of the case summary page.
5. Make the required changes in the data displayed as it is described in the *Rwanda IECMS Rwanda Litigation Service Application User Manual* in REFERENCES.
6. Save the changes made and close the form.

FILTERING IN PORTFOLIO

The sub-sections of the *Portfolio* section can contain almost unlimited number of records. So, the main challenge of working in them becomes the ability of drilling down the wealth of the data stored in the application and locating the required dataset instance easily and quickly.

To overcome the difficulties that manual searching for a definite case record may incur, the *Portfolio* section has been incorporated with the flexible and easy-to-use filtering mechanism. This mechanism provides the application users with a facility for easy and quick searching among all the cases that are available to them in the system. It implies acquiring the search results based on filtering criteria. The results returned will display all matches to the query.

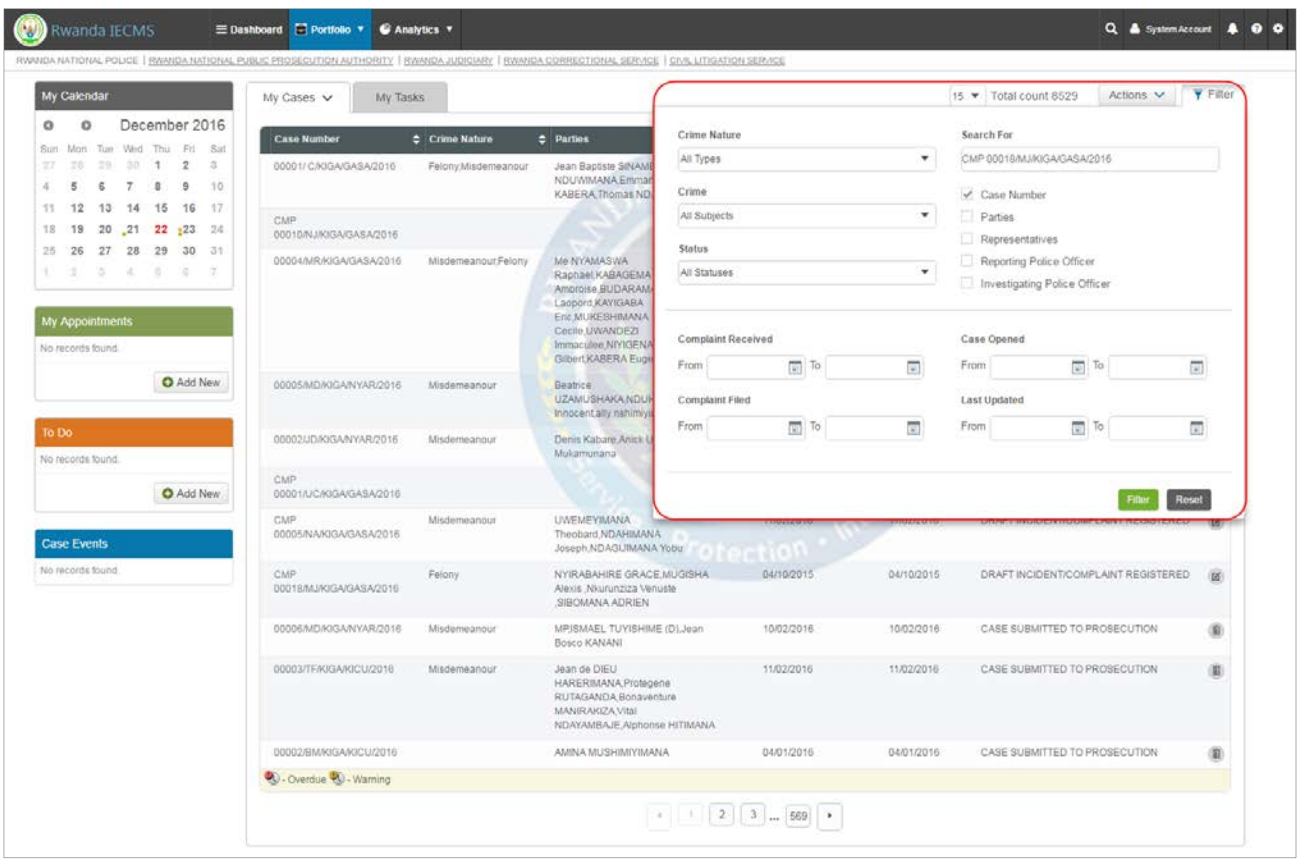

Figure 24: Creating Filtering Criteria

More specifically, the filtering mechanism is used to narrow down the information displayed in the different sub-sections of the *Portfolio* section. It works in the Step-by-Step technology, which is used to implement new filtering over the results of the previous one. This option allows narrowing down the filtering results for a smaller pool of them. The filters are easy to use and help to target the results very specifically and weed out the ones that you do not need. Using the filtering mechanism, you may perform search among the case records stored in the different sub-sections of the *Portfolio* section by specifying one or more search criteria.

Creating Filtering Criteria

To create filtering criteria, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the corresponding tab.
3. Click the **Filter** button found in the upper right corner of the screen.
4. In the opened menu, specify the filtering criteria (Figure 24).
5. Click the **Filter** button to apply the filtering criteria. All instances matching the selected criteria will be displayed on the screen (Figure 25).

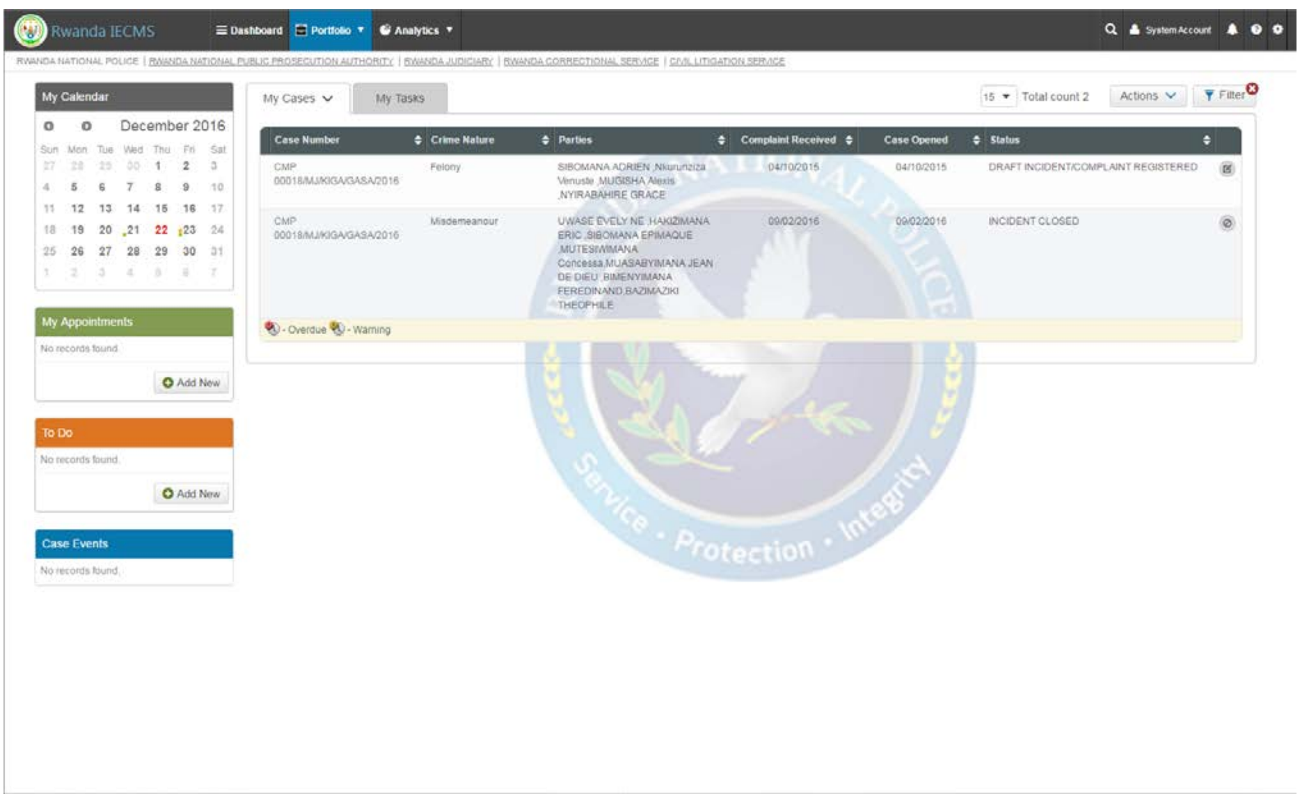

Figure 25: Displaying Filtering Results

Removing Filtering Criteria Applied

To remove filtering criteria applied to a view, follow the steps below:

1. Go to the **Portfolio** section.
2. Click the tab that displays a sub-set of the data available in it.
3. Click the icon displayed in the *Filter* panel. Alternatively, you may expand the *Filter* panel and click the **Reset** button.

LOGGING OUT

Once you have finished using the *Rwanda IECMS* application, it is necessary to log out. To log out from the application, click your account name in the upper right corner of the application window and then click the **Logout** link.

REFERENCES

Please, refer to the following Rwanda IECMS related documents to obtain more information about the system and how it functions:

- Rwanda IECMS Analytical Interface User Manual
- Rwanda IECMS Portfolio User Manual
- Rwanda IECMS Dashboard User Manual
- Rwanda IECMS Rwanda National Public Prosecution Authority Application User Manual
- Rwanda IECMS Rwanda Judiciary Application User Manual
- Rwanda IECMS Rwanda National Police Application User Manual
- Rwanda IECMS Civil Litigation Service Application User Manual
- Rwanda IECMS Rwanda Correctional Service Application User Manual
- Rwanda IECMS Task Form User Manual
- Rwanda IECMS Individual Form User Manual
- Rwanda IECMS Legal Entity Form User Manual
- Rwanda IECMS Case Processing Workflow User Manual
- Rwanda IECMS Settings Administrator's Guide
- Rwanda IECMS User Management Administrator's Guide
- Rwanda IECMS Data Management Administrator's Guide
- Rwanda IECMS Workflow Management Administrator's Guide