

Getting Started with Case Connect

If you have additional questions regarding Case Connect not answered here, or questions about your payments/reports, please reach out to your officer.

Accessing Case Connect

Browser: <https://caseconnect.com>

Apple App Store: <https://apps.apple.com/us/app/case-connect-mobile/id1549230973>

Google Play Store: https://play.google.com/store/apps/details?id=com.correctionssoftware.case_connect

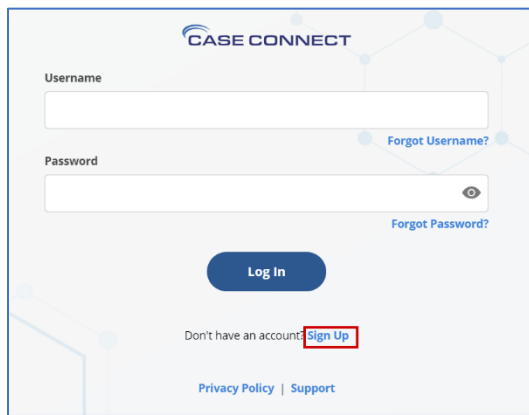
Existing Users

If you have a current login for CSSReporting.com, you will use the same username and password to log in to CaseConnect.com or the Case Connect mobile app. Do not create another account unless you no longer have access to the email address used to register.

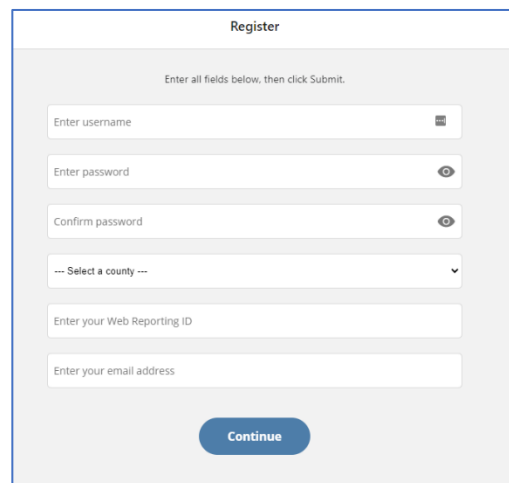
New Users

To register for a new online account, go to CaseConnect.com or the mobile app and click "Sign Up" at the bottom of the screen.

You will need your Web Reporting ID, county name, and a valid email address. You will also choose a username and password. Your officer can provide your Web Reporting ID.

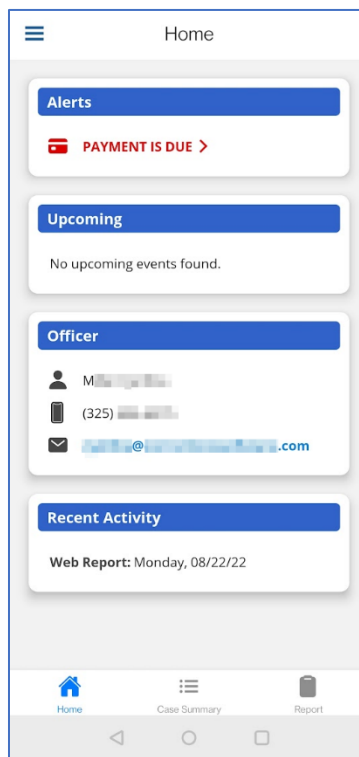
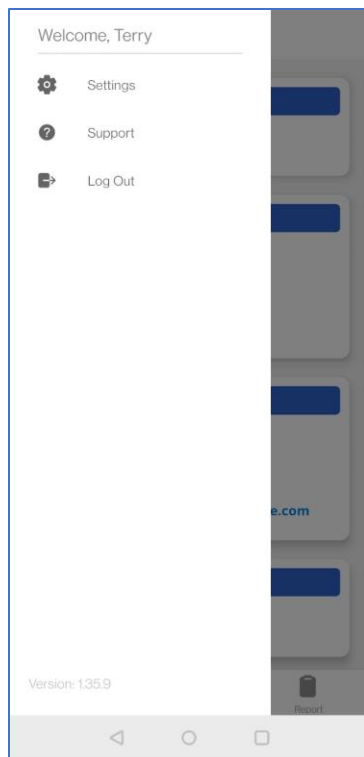


The screenshot shows the Case Connect login interface. At the top, the 'CASE CONNECT' logo is displayed. Below it, there are two input fields: 'Username' and 'Password'. To the right of the 'Username' field is a link for 'Forgot Username?'. To the right of the 'Password' field is a link for 'Forgot Password?'. Below the input fields is a blue 'Log In' button. At the bottom, there is a link for 'Sign Up' which is highlighted with a red box, and links for 'Privacy Policy' and 'Support'.



The screenshot shows the Case Connect registration page. At the top, the word 'Register' is centered. Below it, the instruction 'Enter all fields below, then click Submit.' is displayed. The registration form consists of several input fields: 'Enter username', 'Enter password', 'Confirm password', a dropdown menu for '--- Select a county ---', 'Enter your Web Reporting ID', and 'Enter your email address'. At the bottom of the form is a blue 'Continue' button.

Your registration is not complete until you have entered the PIN sent to your email address. If you lose this email, you will need to complete the registration again. If you are having trouble receiving any emails, try adding alerts@dnrmail.com to your address book to ensure the email is not blocked or sent to the spam folder.



Menu

- **Settings:** update email, update password, and delete account
- **Support:** access the help documentation
- **Log Out:** sign out of the account and go back to the login screen

Home Screen

- **Alerts:** displays time sensitive alerts, such as Payment Due or Color Code of the Day
- **Upcoming:** displays upcoming appointments
- **Officer:** displays the Officer name, phone, and email address (available contact info may vary by department)
- **Recent Activity:** displays the date of the last online report

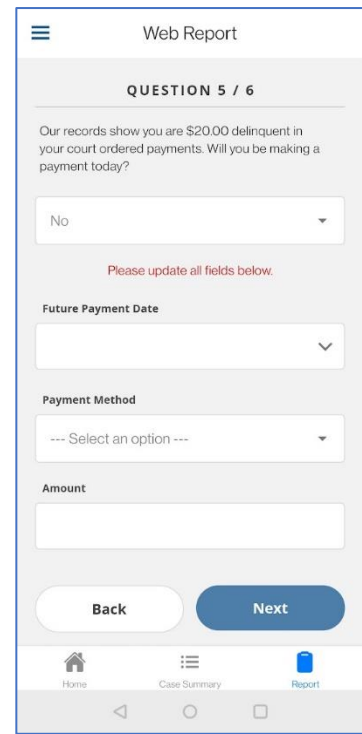
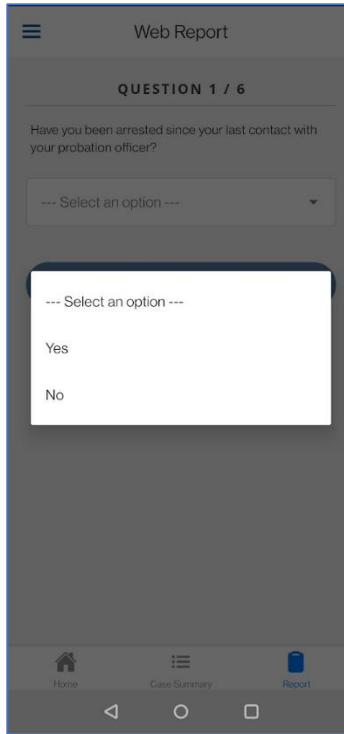
Case Summary

- **Open cause numbers** will be displayed here with the list of fees, the date and amount of the last payment, open conditions, CSR balance, and date of the last CSR worked.

Web Reporting

If you are allowed to report online, there will be a series of questions on the screen. These may be multiple choice, yes/no, text input, or calendar selections. Specific questions and the required fields will vary by department.

If you are required to submit your location and a photo, then you MUST use the mobile app. If you are not required to submit these, then you may also submit a report through the browser at caseconnect.com.

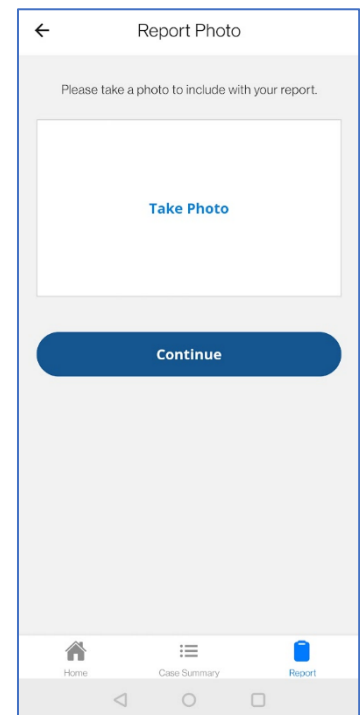
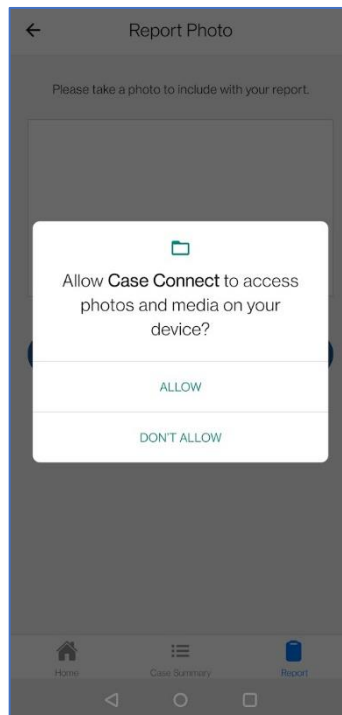
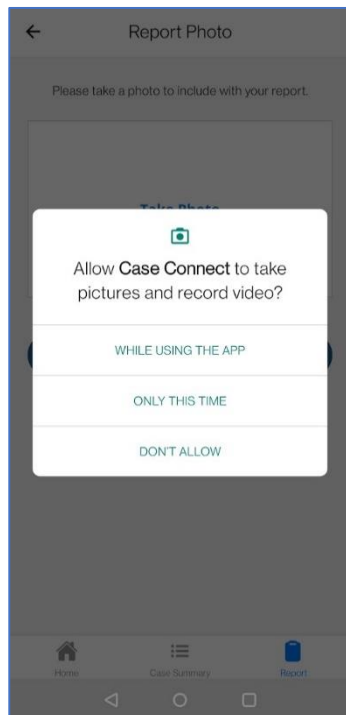


Photo

The photo submission screen will display after the last reporting question. The first time you use the app you will be prompted to allow permissions to the camera, files/media, and location. These permissions are only used during the photo and location portion of the web report to submit the photo and location. On subsequent web reports, you will not need to allow the permissions again.

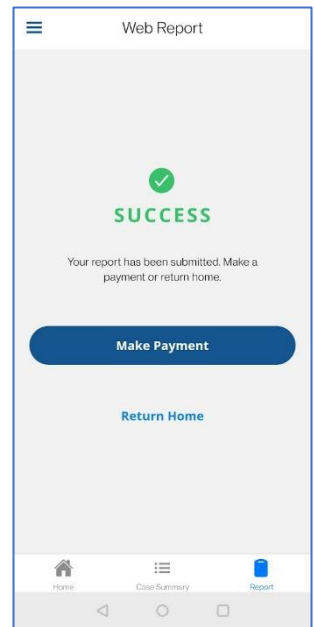
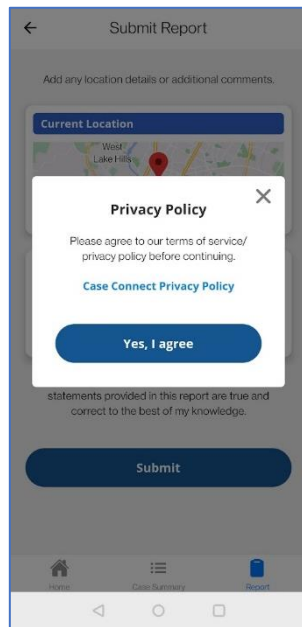
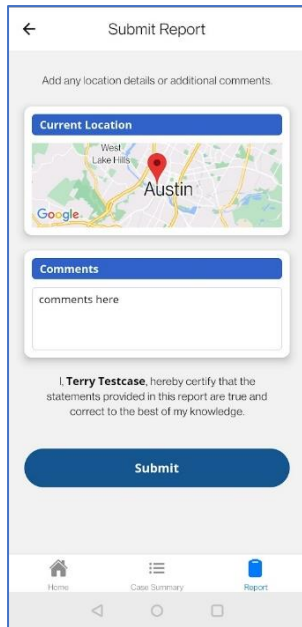
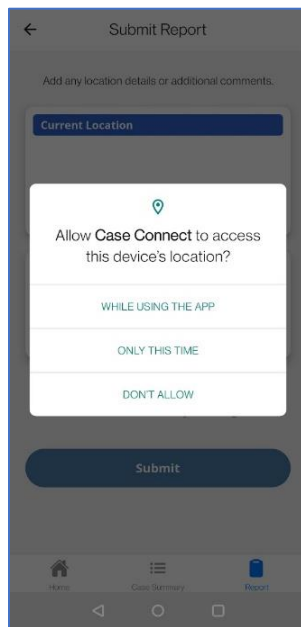
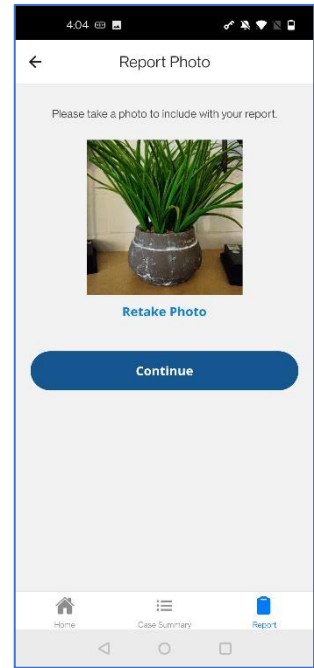
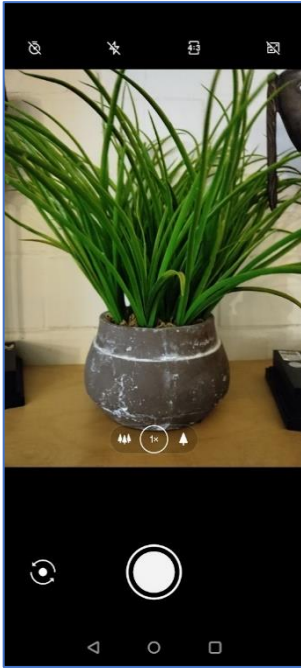
If a photo is not required, you can choose Continue to skip the photo. If it is required, tap "Take Photo."

Android permissions:

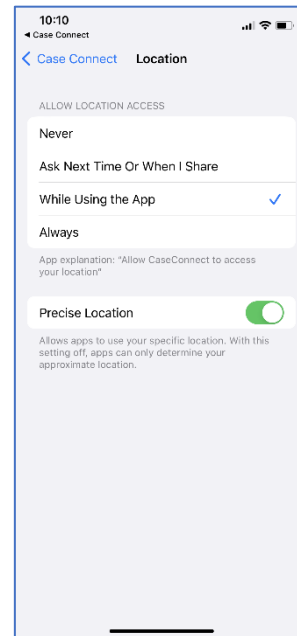
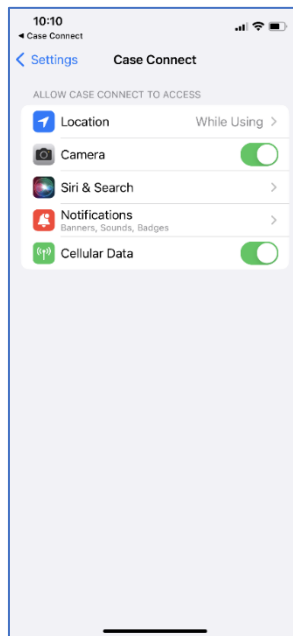
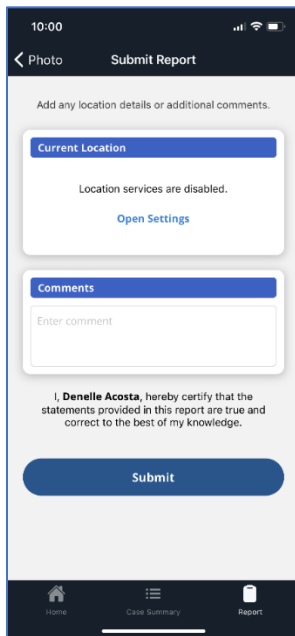
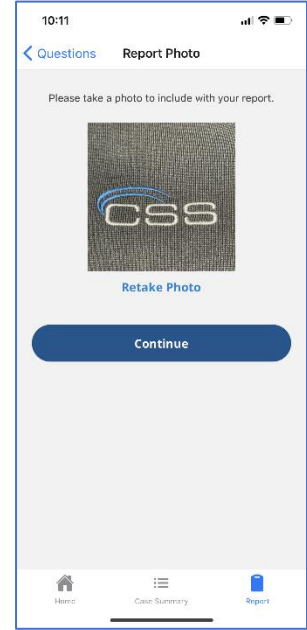
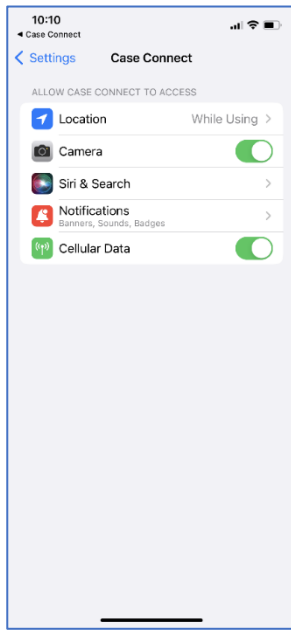
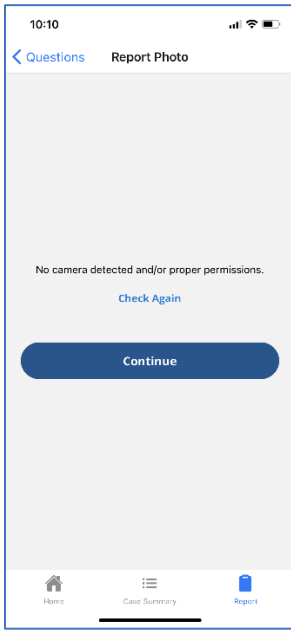


The photo screens will vary slightly by device. For Android, you will go through 3 screens to take the photo, approve/retake/cancel, and then to adjust the photo crop. You will select "Crop" or the checkmark at the top right to go back to the main photo screen on the web report. For iPhone, the Crop function is on the same page that you take the photo.

Click Continue to go to the Location screen and allow the Location permissions. The app will find your location and display it on the map. You may add comments here to be submitted with your report. After clicking Submit, you will be prompted to accept the Privacy Policy, and then go to a confirmation page.



iPhone permissions:

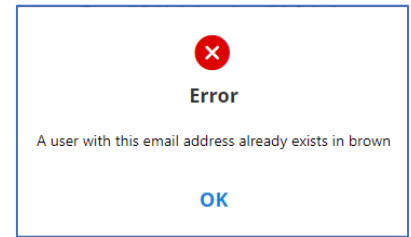


Troubleshooting Case Connect

Error: A user with this email address already exists in (county)

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- If you have an existing account with this email address, use the "Forgot Username" and "Forgot Password" links to retrieve your login information.
- If you do not have an existing account, you will need to use a different email address to sign up.



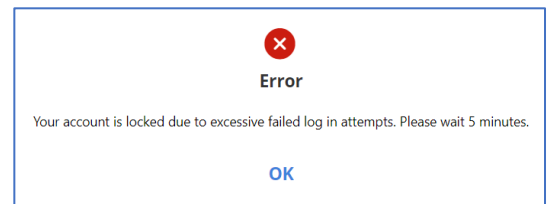
Forgot Username or Password

You can use the "Forgot Username" or "Forgot Password" links on the login page to retrieve your username or password. You will need the email address associated with your account. Your officer can provide you with this if needed.

Locked Out

"Error: Your account is locked due to excessive failed log in attempts. Please wait 5 minutes."

You will need to wait 5 minutes to try logging in again. You can use the Forgot Password link to reset your password.



Settings

You can update your password and email address through Menu > Settings.

Browser page is not responding

For Case Connect from a browser on a computer, you will need to click the buttons with the mouse. For example, after entering your login information, you will need to click the Log In button, rather than typing Enter.

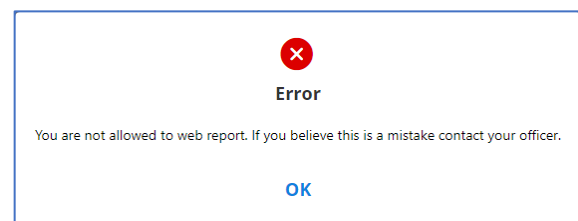
Unable to Pay

If there is no option to pay, your web access may not include payments. If you have an option to pay, but the amount allowed to pay is \$0, there may be other restrictions. Verify with your officer.

Error: You are not allowed to web report

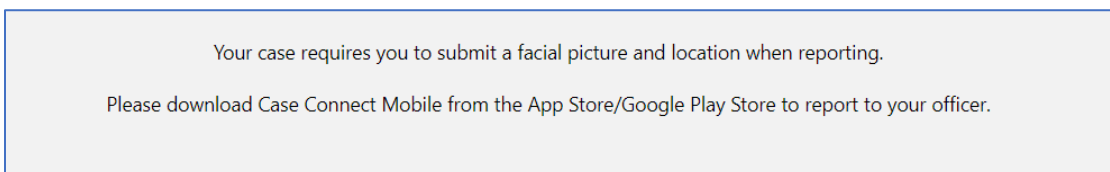
"Error: You are not allowed to web report. If you believe this is a mistake contact your officer."

You have not been set up for online access. Speak to your officer for more information.



Your case requires you to submit a facial picture and location when reporting

If you are using the website and receive this message when trying to submit a report, you are required to submit a photo and geolocation with your web report, and must use the Case Connect Mobile app from the Google or Apple app stores.



Unable to submit web report in mobile app

If you are not able to submit the web report, please verify you have provided the photo and location if they are required for your report. You may need to update your device settings to allow location and storage access.

Still having issues?

If you are unable to log in to your account, click on “Forgot Password” from the main screen to reset your password.

If you are unable to submit a report, view your case information, or you have other technical issues with the app, try these troubleshooting steps:

1. Close the app and restart your phone
2. Uninstall the Case Connect app and then reinstall from the Play/App Store

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