Inspector General of the Marine Corps
Case Management System
(CMS)

User's Manual

Version 2.0
16 April 2012

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Chapter 1 - Introduction

The Case Management System (CMS) is an Inspector General of the Marine Corps (IGMC) tool to capture all IGMC and Command Inspector General (CIG) investigative and administrative activity. CMS is the primary data collection tool for CIGs at all levels and was designed to assist CIGs in tracking, managing, sharing, and analyzing IG data in support of their respective commanders. Case management and trend analysis are the primary objectives of this system.

This manual is intended to help you become familiar with CMS features and common tasks. It provides specific instruction for the use of CMS and guidelines that should be followed to ensure a standardized system is maintained.

CMS

CMS is an enterprise case management system that is a SharePoint web application that utilizes AJAX, C#, ASP.NET, LINQ to SQL, WCF web services and a SQL Server relational data base. CMS stores all case data on a centralized database server. The server is accessible by authorized users, with a valid CAC card and account through the IGMC SharePoint website. CMS provides an intuitive, tab-oriented interface, coupled with efficient navigation. CMS access is also available from any computer with a CAC card reader (both military and personal) with access to the internet.

Case Numbering

Pre-CMS (ODIN) case numbers begin at Case # 53 and go to Case #7450. Cases that were opened (initially) in CMS begin with Case #8001.

Proposed Changes

Marine Forces (MARFOR), Marine Corps Installations, and commands with subordinate CIGs will consolidate, evaluate, and forward recommendations for changes to the CMS application or this manual, using the standardized CMS Change Format, located in Appendix E.

Troubleshooting

As with any information system, problems do occur. A software defect is the cause of a problem when the software is functioning, but does not work as specified. A network or server outage is the cause of a problem when you cannot "get" to the application. For these types of problems, first contact another CIG to see if they are having the same issues. If they are, contact IGMC to report the issue, providing as much detail on the issue as you can. See Appendix A for helpful trouble shooting tips.

Action Steps within this Manual

For ease of use, and ability to find instructions quickly, this manual is formatted so that instructions are always in the form of a table. Within these tables are step by step instructions for completing the given task. An example is provided in Table 1-1.

Step	Tab	Action
Step 1	• CMS Tab	• Action to be taken.

Table 1- 1 Sample Instruction Table

Account Access, Security, and Privacy

The CMS administrator at IGMC will assign initial accounts to authorized users. Following the initial roll out of CMS, users will request accounts, through their CIG directly to IGMC. Use the CMS Account Modification/Request Format located in Appendix C. The CMS administrator at IGMC will assign accounts to authorized users as identified by CIGs or members of the IGMC. Other HQMC Agencies or 'trusted agents' may be given limited access (View Only) if approved by IGMC (OLA, JA, etc.).

To Add or Delete Users: To add or delete a user forward the CMS Account Modification/Request Format in Appendix C to orgmb.igmc.hotline@usmc.mil.

CIGs must ensure that when CIG personnel are no longer in a capacity to require CMS access that the CMS administrator is notified immediately. Due to the highly sensitive nature of the information contained in CMS, it is imperative that only those personnel working in an IG billet are authorized access. Upon notification, IGMC will delete the user's account. Additionally, if IG personnel are identified as a subject in a complaint, their access will be suspended until case resolution.

Use of CMS on non-government internet sources. Users may use their personal computers to access CMS. To gain access to the CMS website requires a valid CMS account, a valid CAC card, and a CAC card reader. Users are cautioned to avoid wireless internet sources due to possible security issues. While traveling users should request hotel rooms with an Ethernet connection (hard wired). Additionally, home users should connect to their internet through the use of the same type of Ethernet connection.

CMS has not been tested on any Apple products (iPad, Laptops or Desktops). If you have the capability to access CMS through these products, please let IGMC know of problems and solutions to their use.

Release of CMS Data

Security and privacy considerations regarding data in CMS are the same as for the paper case file. Guidance is available in the IGMC Assistance Guide and the IGMC Investigations Guide. Release of information is in accordance with the following references:

(a) FOIA. See DoDD 5400.7-R and SECNAVINST 5720.42E for information on the DoD and DON Freedom of Information Act programs.

(b) Privacy Act. See SECNAVINST 5211.5D for information on the DON Privacy Act Program.

(c) Health care issues. See the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-191.

Using CMS during a combat deployment

CMS will be used by the senior Command Inspector General while deployed. For example, if I MEF (FWD) is the senior Marine command, the I MEF (FWD) CIG will use an I MEF account to enter all CIG cases. Deployed CIGs will not be provided a separate CMS agency to fall under (for example, there will not be an I MEF (FWD) agency). Additionally, if subordinate elements of I MEF (3d MAW, 1st MLG, 1stMARDIV) deploy with a Commanding General, they may also retain the right to input CIG cases, while deployed, to their home station accounts. In all cases, any inquiries and investigations must be uploaded into CMS upon return to home station, if unable to complete while deployed.

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Chapter 2 - Setup, Utilities and Special Instructions

System Requirements

- Users must have a military email account (.mil) and a HQI enabled account.
- Users must have a current CAC identification card and CAC card reader.
- Users must have an active account within CMS.

Adding CMS to your Favorites and Creating a Shortcut

Creating a CMS **Shortcut** or adding the CMS link to your **Favorites** will allow the user to quickly access the program without having to open up the IGMC website. If you would rather not complete this task, you can simply use the link located on the IGMC SharePoint site (https://ehqmc.usmc.mil/org/igmc/default.aspx). [Table 2-1 and 2-2]

Adding CMS to your Favorites

Step	Action
Step 1	• Open your web browser
Step 2	• Enter the CMS URL address (**https://ehqmc.usmc.mil/org/igmc/cms/default.aspx**) in the web browser
Step 3	• When the page opens, ensure the your **Favorites** window is shown at the left of the screen (Clicking on the **Favorites** button in the toolbar menu toggles the view on and off)
Step 4	• Click on **Add**.
Step 5	• Type in the **Name** under which you wish to recall CMS
Step 6	• Select the **Folder** in which you wish to add the shortcut (if any)
Step 7	• DO NOT check the **Make available offline** box. CMS is a real-time server application and will not be available offline
Step 8	• Click **OK**

Table 2-1 Adding CMS to your Favorites.

Creating a CMS Shortcut

Step	Action
Step 1	• After you have added the CMS URL to "Favorites", right-click with the mouse pointer on the CMS **Favorite** you created in steps 1-8 above
Step 2	• Click on **Copy**
Step 3	• Minimize all open applications
Step 4	• Right-click with the mouse pointer on your desktop; then click on **Paste**
Step 5	• Validate the shortcut by clicking on it to ensure it opens CMS

Table 2-2 Creating a CMS Shortcut.

Entering CMS

Logging in to CMS can be accomplished through two avenues. Users may enter through the IGMC webpage, or through a pre-saved shortcut listed above. Users must remember to use the correct certificate (DOD EMAIL CA-XX) when attempting to log in to CMS. Failure to use the correct certificate will result in the user receiving the error of **Error Code: 500 Internal Server Error**. [Table 2-3]

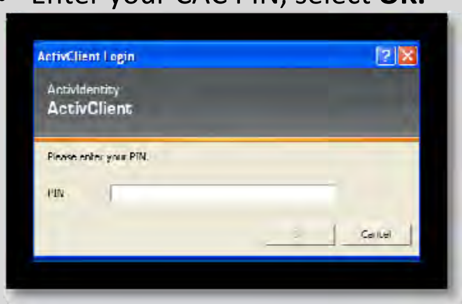
Step	Action
Step 1	• Select the **CMS** link on the IGMC Homepage, or select your CMS shortcut.
Step 2	• You will be asked to select a digital certificate. Select **DOD EMAIL …** certificate and select **OK.** 
Step 3	• Enter your CAC PIN, select **OK.** 
Step 4	• You will now be redirected to the CMS Homepage.

Table 2-3 Entering CMS.

Disabling “Security Information” pop up window

When navigating secure web sites you may come across an Internet Explorer box labeled “Security Information.” [Figure 2-1] If you do not complete the following steps, each instance when you switch from one tab in CMS to another, you will receive this popup. [Table 2-4]

Figure 2- 1 Security Pop Up Window.

To delete this popup, follow the instructions below:

Step	Action
Step 1	• Open Internet Explorer
Step 2	• Select **Tools**, then select **Internet Options**
Step 3	• Select the **Security** tab and ensure the **Local Internet** icon is selected
Step 4	• Select **Custom Level** button
Step 5	• Scroll down to the **Miscellaneous** section and find the option: **Display mixed content**
Step 6	• Select the **Enable** option
Step 7	• Select the option **Enable**
Step 8	• Click **OK**, and a **Security Warning** will pop up. Select **Yes**
Step 9	• Click **OK** on the **Internet Options** window to apply the settings and close the window

Table 2-4 Disabling “Security Information” pop up window.

Access denied

As with standard login protocol, you may be unable to access CMS after

- Three successive failed login attempts
- IGMC administrator disables your account

If you are unable to resolve access issues’ using the CMS on-screen prompts, contact IGMC.

Logoff

Users must ensure they logoff the system by simply closing the browser at the end of each session. Close your browser whenever you leave your workstation to preclude compromise of protected or Privacy Act info or loss of data.

Concurrent access

Because all IGMC and CIG staff members will share CMS, the potential for concurrent access to a single case file exists. To avoid potential loss of information, submit any case changes and close your browser whenever you leave your workstation or are temporarily interrupted.

Chapter 3 - Home Page and Sub Tabs

Home Page

The home page greets every user after they successfully login to the system. [Figure 4-1] The Home Page currently provides numerous warnings, as well as the link to enter CMS at the bottom of the page. Future versions will adjust this page so that it may serve as the "hub" of CMS, providing a quick view of critical business conditions and communicating important IG community information.

If you are ready to enter CMS, simply select the link marked **Click here to enter CMS web site**.

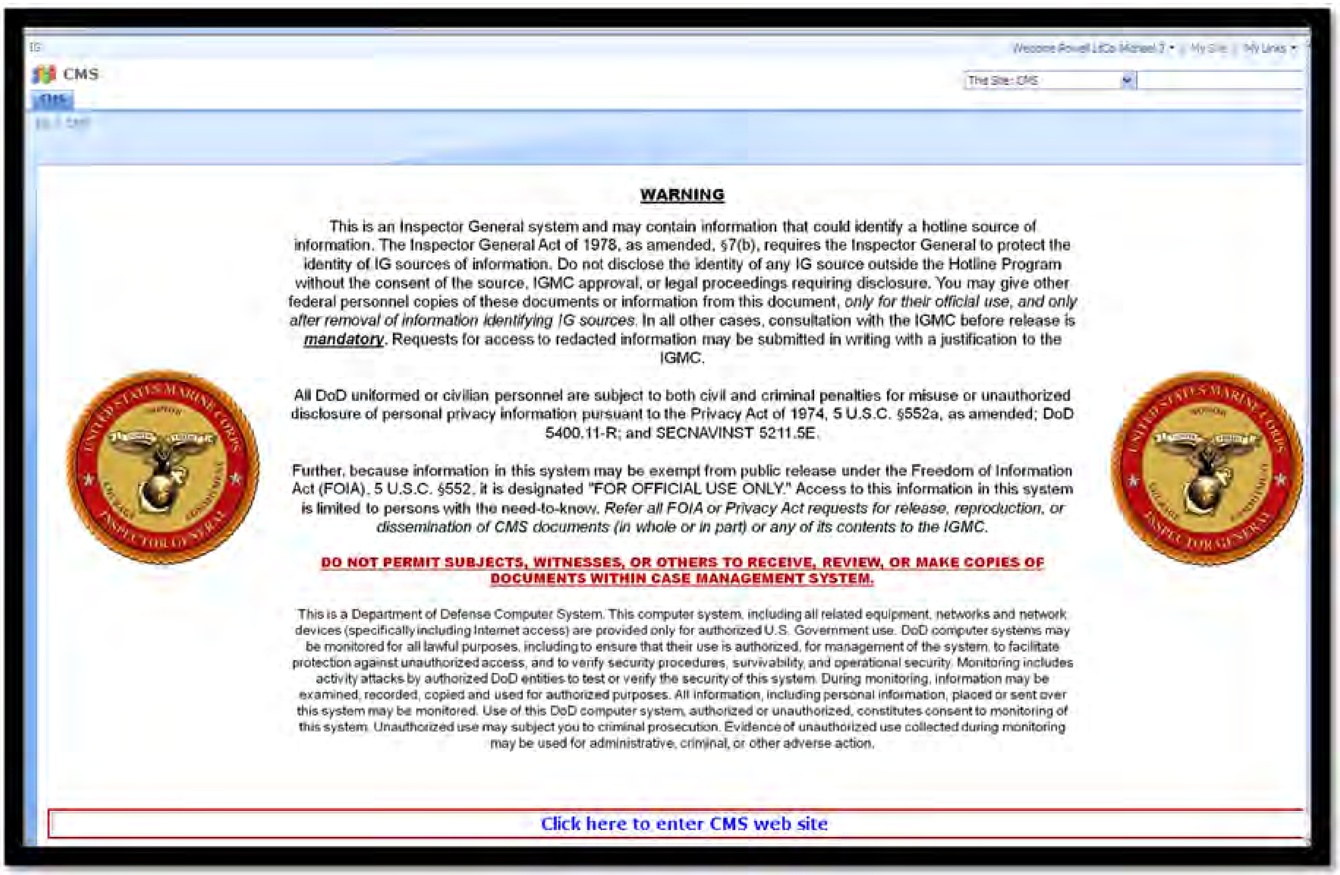


Figure 4- 1 Home Page

Alerts Tab

Once you have entered in to CMS, you will be directed to the Alerts Tab. The Alerts tab contains current case alerts for all cases within the organization. Within this tab the user may select several options to display the data. The user may order the listed cases in descending or ascending order by simply clicking on the Case ID column header. Additionally, each page will list up to ten cases. If the user has more than ten cases, a page selection box will display the page you are currently on, as well as the total number of pages and cases within the selection. The user may select a different page number to view additional cases.

Alerts Section

The Alerts Section provides the user information on all cases that are approaching or have past due dates within the users organization (IGMC or CIG). If the due date is approaching, CMS will only provide the number of days until the due date. If the due date has passed, CMS will provide the number of days the case is overdue, who the Action Agency is, and the Directing Agency Primary Case Officer assigned to the case. [Figure 4-2]

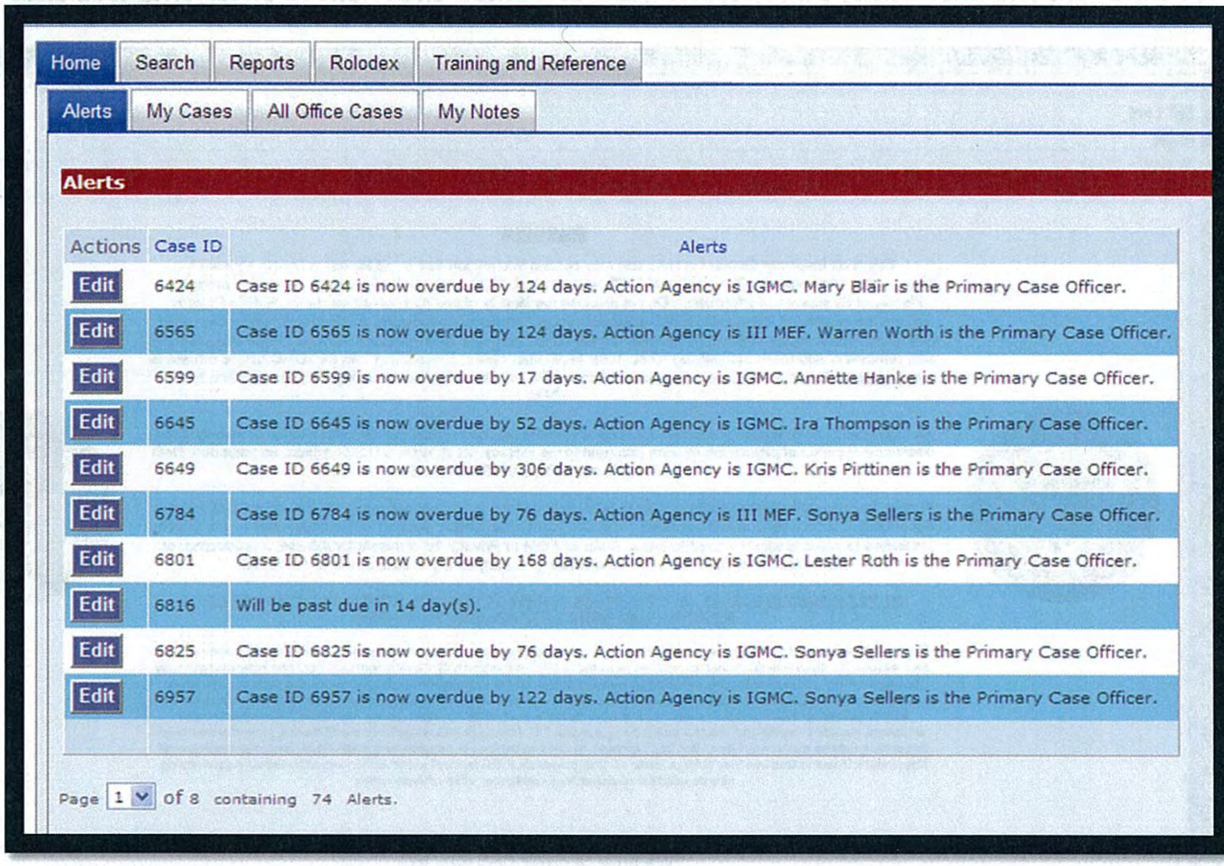


Figure 4- 2 Alerts Section

My Cases

The My Cases sub tab provides a list of all cases where the user is either a primary or secondary case officer. From this tab, the user may edit the case by selecting the Edit button on the left side of each case number. Additionally, the user can put the cases in descending or ascending (default) order based on any of the listed column data simply by selecting the column header. [Figure 4-2]

The My Cases tab also provides the Create a New Case button. The function of this button is addressed in Chapter 5.

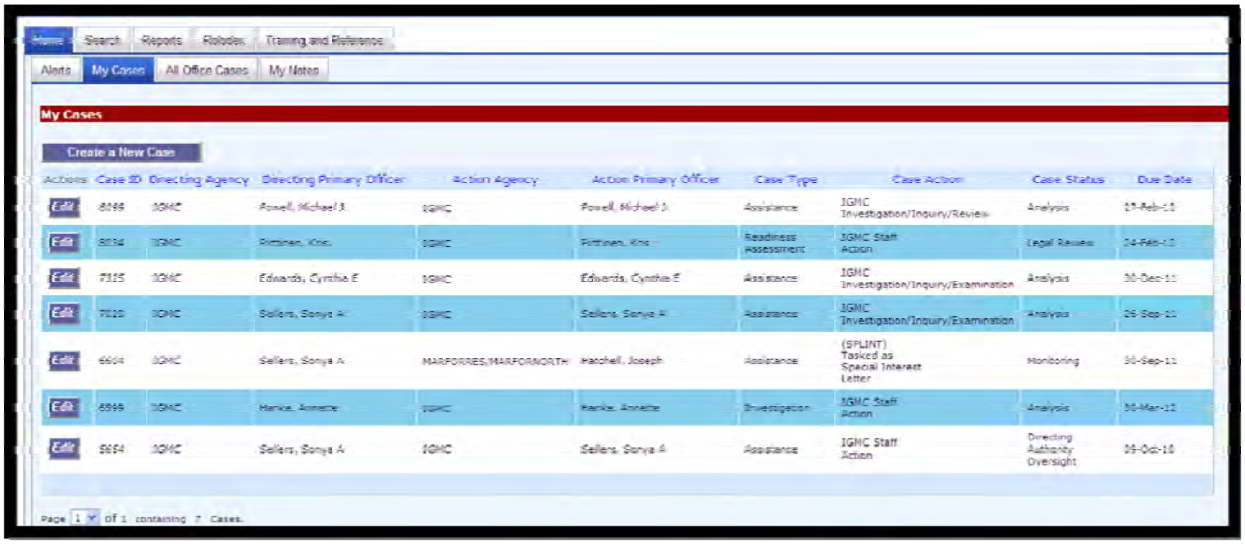


Figure 4- 3 My Cases Sub Tab.

All Office Cases

The All Office Cases sub tab functions in the same manner as the My Cases sub tab. All cases that are assigned to a particular CIG officer, regardless of the primary or secondary case officer names, are listed under this tab. The Edit button and the ability manipulate the case information in ascending or descending order are also the same as with the My Cases tab. [Figure 4-5]

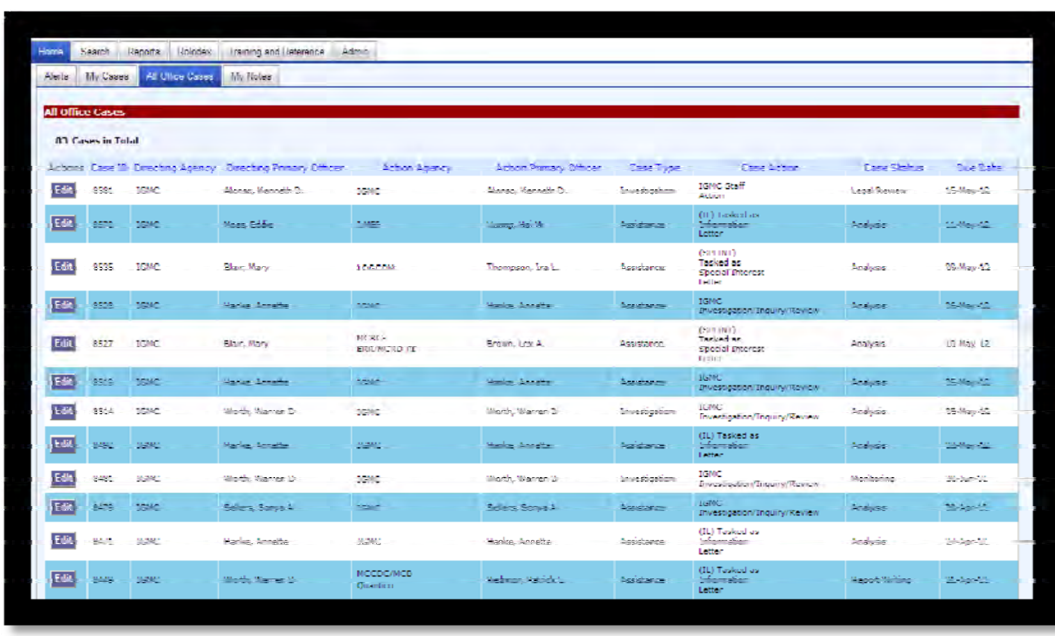


Figure 4- 4 All Office Cases Sub Tab.

My Notes

New with Version 2.0 of CMS is the ability for each case officer to quickly enter **Case Notes** for any case in which they are assigned as a primary or secondary case officer, regardless of the agency (Directing, Assigned or Action). Case notes, regardless of the case number, are order from top to bottom by the date of entry of the case note.

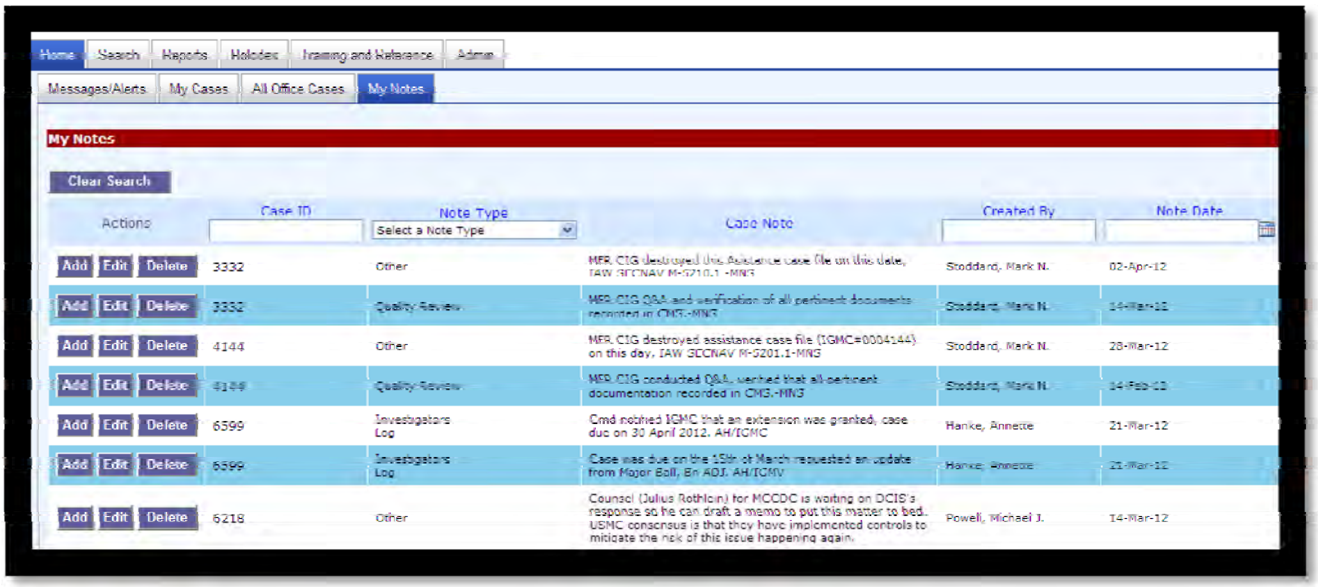


Figure 4- 5 My Notes Sub Tab.

Search and Filter Case Notes

Users may also use the column heading row to search and filter their cases notes. To search for a case number, the user should enter the case number in the **Case ID** text box. Once this number is entered, simply click outside the text box to initiate the search. This procedure is also used in the **Note Type** (select the type of note), the **Created By** (Enter the exact Last name of the case officer), and **Note Date** (select the date from the drop down calendar). As with **Case ID**, the user should click outside the text box to initiate the search.

The user may also select the **Case Notes** header and list the **Case Notes** in alphabetical order, based on the first letter of the note.

Adding a Case Note from My Notes

To add a **Case Note** from the **My Notes** tab, users must simply find the case that requires a new note, select Add and complete the pop up window that is identical to the **Case Notes** window within the case. Users must ensure the select **Save** to save the data. [Figure 4-6]

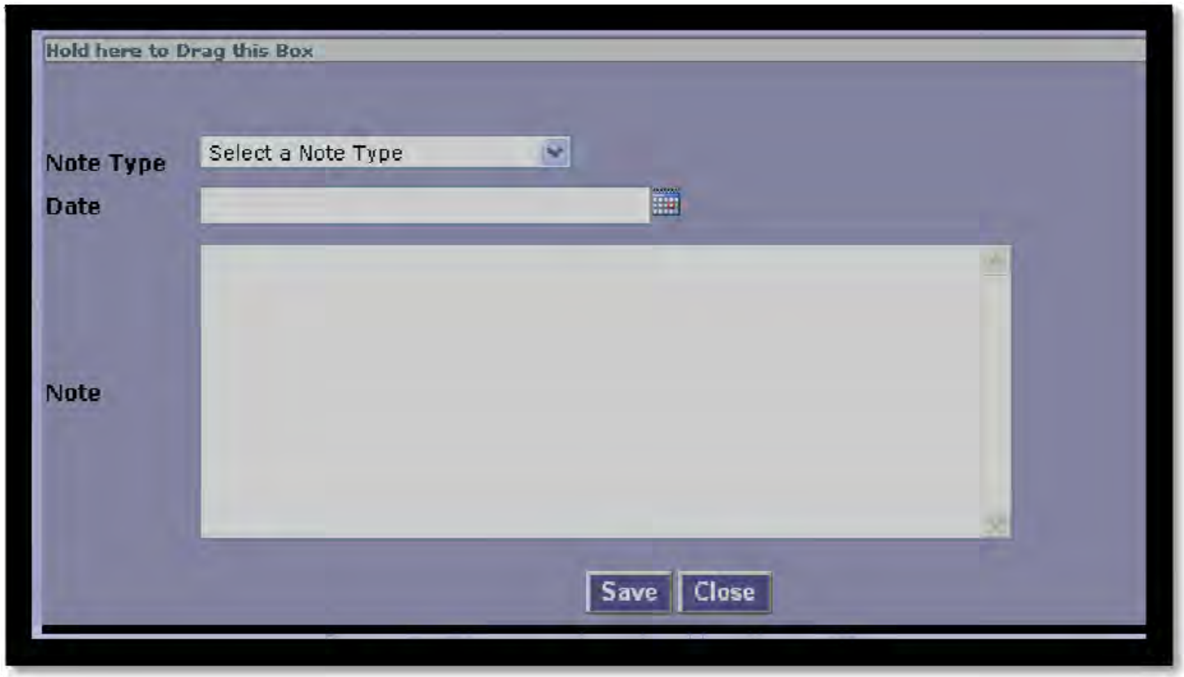


Figure 4- 6 Add a Case Note pop up window.

Editing a Case Note from My Notes

To edit a **Case Note** from the **My Notes** tab, users must simply find the case that they would like to edit a note, select **Edit** and complete the pop up window that is identical to the **Case Notes** window within the case. Users must ensure the select **Save** to save the data. [Figure 4-6]

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Chapter 4 - Save, Save and Continue, and Cancel Selection

CMS contains many tabs and sub-tabs. To prevent data loss while moving from one tab to another, three buttons have been created at the bottom of each tab. To determine the functionality of each button, you first must determine what type of tab you are working in.

Main and Sub-tabs

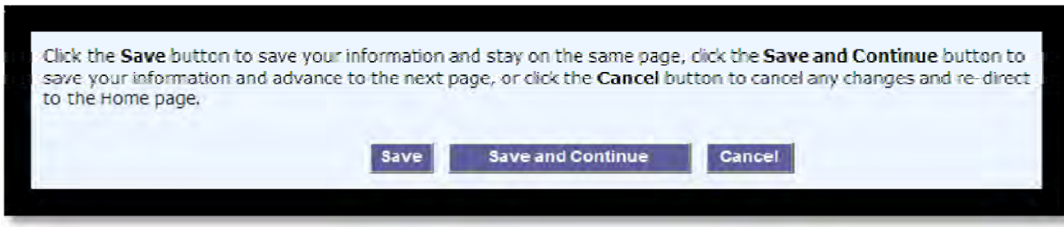


Figure 3- 1 Main and Sub-tab Save and Cancel

These areas consist of all tabs that are visible on the upper left of the CMS screen, to include, but not limited to: Home, Search, Reports, Rolodex, Training and Information, as well as sub-tabs such as Agencies, Case Info, and Details. [Figure 3-1]

> **Save**. This button will save the data currently entered, and keep you on the same tab. If there are errors in the data entry, you will be notified in the upper left hand portion of the current tab.
>
> **Save and Continue**. This button will save the data, and if there are no errors, forward you to the next tab. If errors do exist, you must fix them prior to moving to the next tab.
>
> **Cancel**. This function will close the case, without saving information entered on the current tab. Once this button is selected, you will revert back to the CMS Home Page.

Selection tabs

Figure 3- 2 Selection Tab Save and Cancel

Selection Tabs are those tabs that are embedded within both Main and Sub Tabs. Examples of these types of tabs are: Add Case Reference, Add Allegation, Add Note, etc. [Figure 3-2]

Save. Functionality is exactly the same as the previous case.

Save and Continue. This button will save the data, and if there are no errors, return you to the previous page. If errors do exist, you must fix them prior to returning back.

Cancel. This function will close the case, without saving information entered on the current tab. Once this button is selected, you will revert back to the previous tab.

Tab Use

CMS uses tabs to move around the program. Some basic rules apply to this functionality. When using CMS, the current tab that you are viewing is displayed by highlighting the tab in dark blue. [Figure 3-3] Tabs that are not currently being viewed are displayed as light gray. On the main page, you may move at anytime between the Home, Search, Reports, Rolodex, and Training & Reference tabs, as well as all the sub-tabs within the Home tab.

Figure 3- 3 CMS Tabs.

Once you begin the process of creating a case, or are in the process of editing an incomplete case, the tab that you are currently viewing will be highlighted in dark blue, and tabs that you are allowed to "jump" to will be light blue once you roll the cursor over the tab. [Figure 3-4] If the tab does not turn light blue, you must complete the current tab with all required information, then hit Save or Save and Continue to view the next tab.

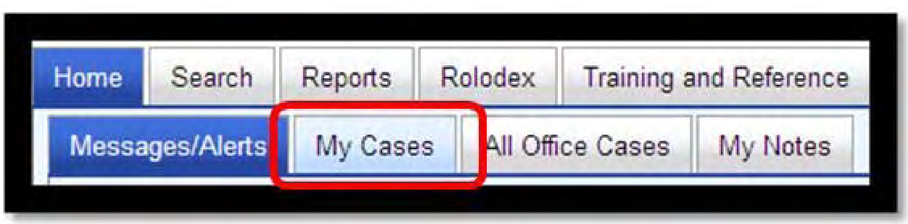


Figure 3- 4 Accessible CMS Tab

Chapter 5 - Creating a Case File (Agencies Tab)

Introduction

Once you have entered CMS from the Home Page, CMS immediately directs you to the **Messages/Alerts** page. Across the upper left side of the screen, CMS case data is organized into a set of five main tabs: **Home, Search, Reports, Rolodex, and Training and Reference**. Each one of the tabs contains sub-tabs that provide more in-depth case information. This chapter provides instructions for adding, and/or updating records in CMS. The instructions that follow assume you are already logged in to your CMS account.

Creating a New Case

In order to create a new case within CMS, first ensure you have selected the "Home" tab and that you have four subordinate tabs (**Messages/Alerts, My Cases, All Office Cases, and My Notes**). If you are ready to open a new case file, select the **My Cases** tab [Figure 5-1]. Under this tab you will see all CMS cases currently assigned to you, as well as a green **Create a New Case** button above these files. To create a new case, select the **Create a New Case** button.

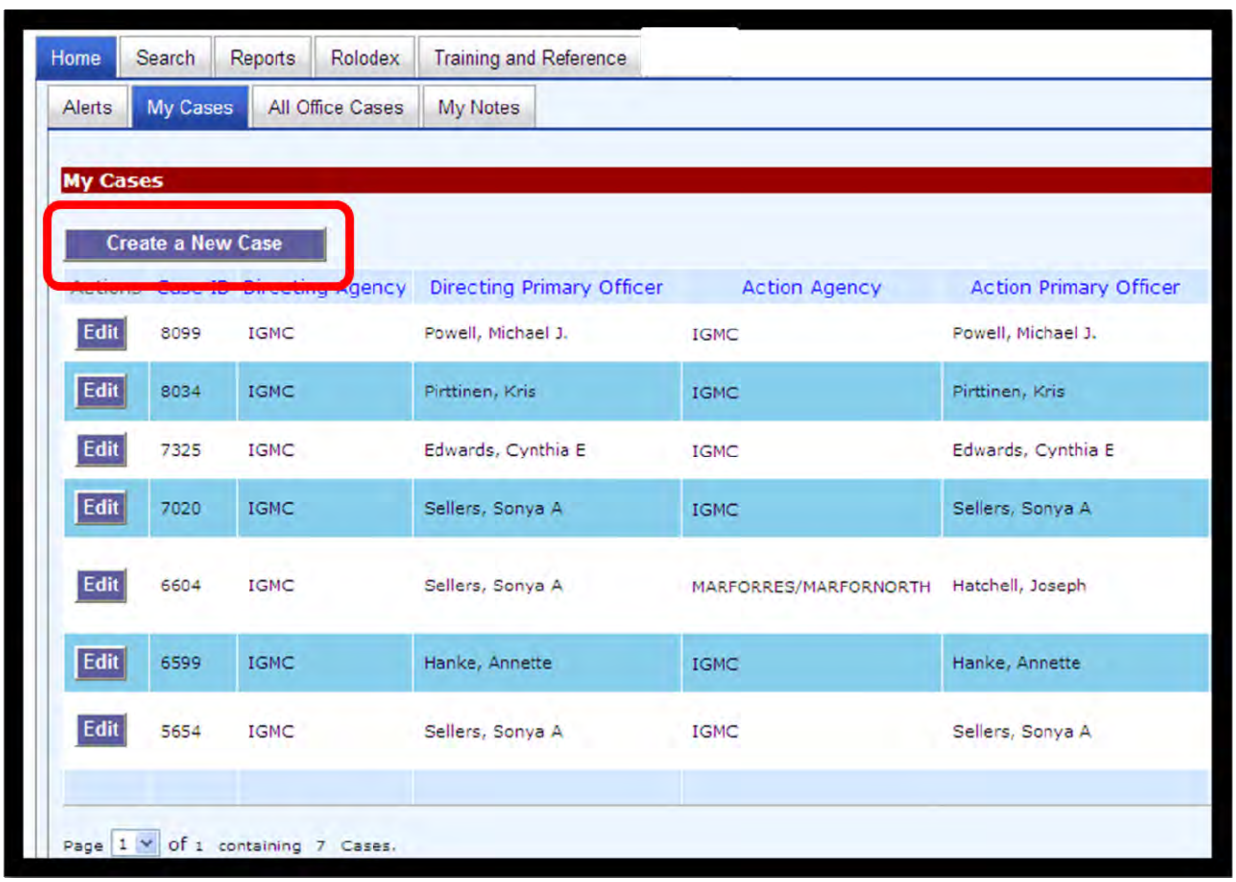


Figure 5- 1 Create a New Case Button.

Upon selection of the **Create a New Case** button, a new window will appear, titled **Case Editor** [Figure 5-2]. The first sub-tab that appears will be titled **Agencies**. Prior to assignment of a case number, and prior to proceeding to the **Case Info** sub-tab, several fields are required to be filled in and are annotated by a red asterisk (*). Follow the instructions in Table 5-1 to properly input case title and agency information.

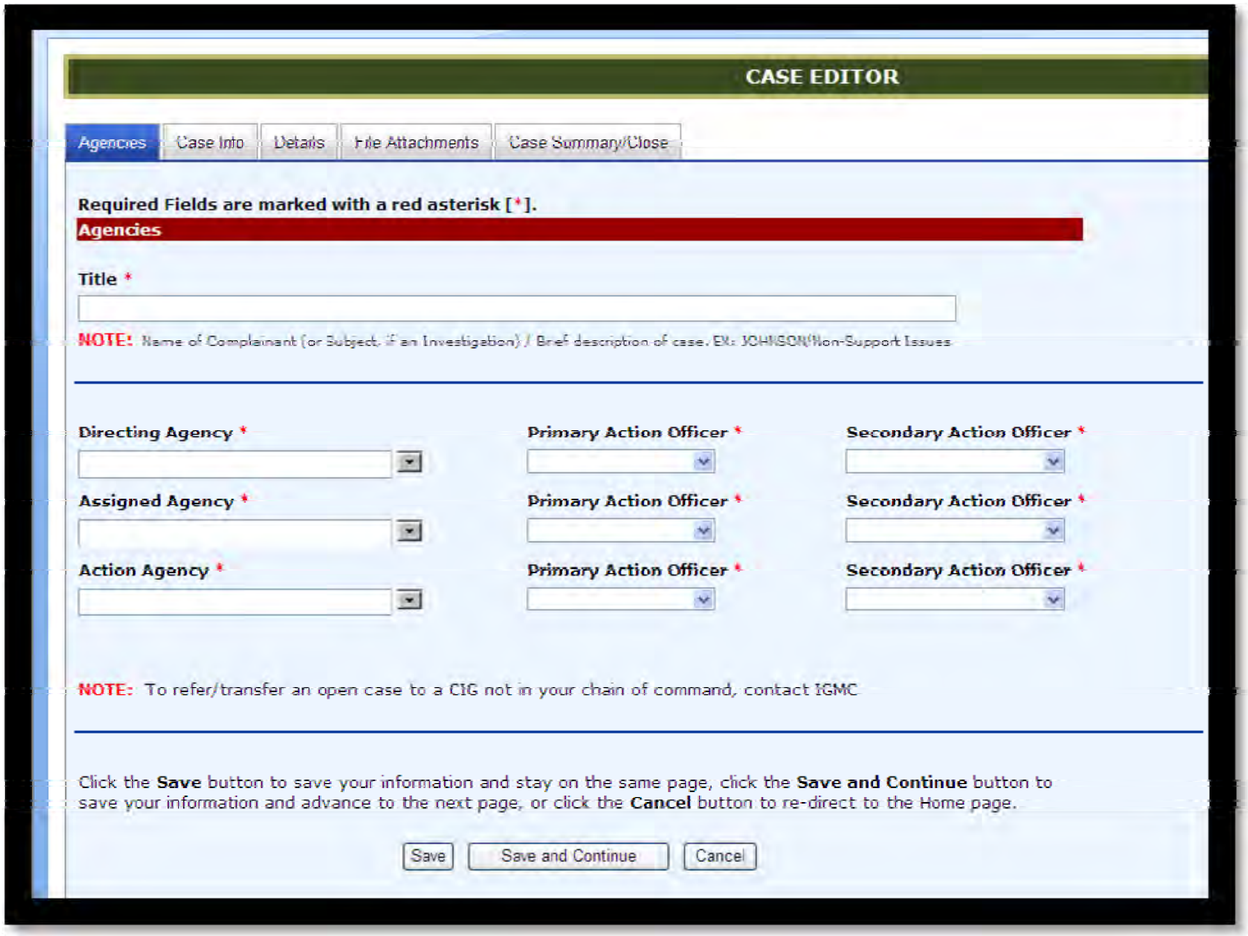


Figure 5- 2 Agencies Tab.

Agencies Tab

Your CMS case **Title** (which is required) should consist of the last name of the Subject if it is an investigation, or the last name of the Complainant if it is an assistance case. Include a very brief description of the case. [Table 5-1]

Step	Tab	Action
Step 1	*Home*	• Select the **Home** tab.

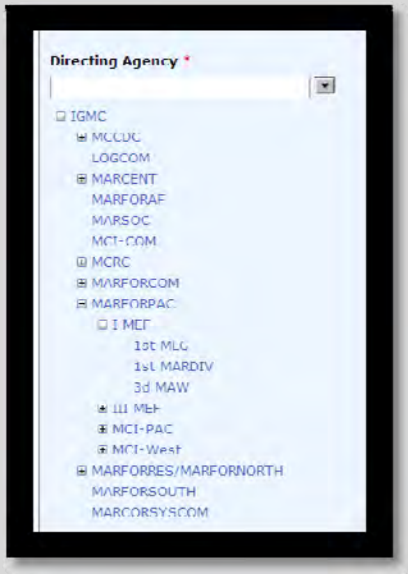
Step	Tab	Action
Step 2	*My Cases*	• Select the **My Cases** tab, which is subordinate to the **Home** tab.
Step 3	*My Cases*	• Select the **Create a New Case** button at the top left of the **My Cases** page.
Step 4	*Agencies*	• REQUIRED. Complete the **Title** text box. Name/2-3 identifying words. (Johnson/Spousal Support).
Step 5	*Agencies*	• REQUIRED. Select **Directing Agency**. This will be your unit name. 
Step 6	*Agencies*	• REQUIRED. Select **Primary Action Officer** and **Secondary Action Officer**
Step 7	*Agencies*	• REQUIRED. Select **Assigned Agency**. This will be your unit name or a subordinate CIG.
Step 8	*Agencies*	• REQUIRED. Select **Primary Action Officer** and **Secondary Action Officer**. Assigned Agency may change these names.
Step 9	*Agencies*	• REQUIRED. Select **Action Agency**. This will be your unit name or a subordinate CIG.
Step 10	*Agencies*	• REQUIRED. Select **Primary Action Officer** and **Secondary Action Officer**. Assigned Agency may change these names.
Step 11	*Agencies*	• To save the information and remain on **Agencies** tab, select the **Save** button. The Case ID number will then appear in the upper left hand corner of the screen. • To save the information and proceed to the **Case Info** tab, select the **Save and Continue** button. • To exit this tab and return to the **Home** tab, without saving, select the **Close** button.  •

Table 5- 1 Creating a New Case.

When selecting your agencies (Directing, Assigned or Action) CMS provides a tree menu that is expandable. Find the selection you would like, click on it, and it will then appear in the appropriate agency box. Only those commands which are senior to you or subordinate to you will appear.

Chapter 6 - Creating a Case File (Case Info Tab)

Case Info Tab

Once you select **Save and Continue** button at the bottom of the **Agencies** tab, you will automatically be forwarded to the next tab, **Case Info**. [Figure 6-1] This tab allows the user to enter key case dates, types, status, action, location of file, and receipt method. This is also the first tab that will have the newly created case number (in the upper left hand corner of the page). This tab also allows the user to link this case with other cases or reference numbers such as a DoDIG case number, NAVINSGEN case number, or a related CMS case number. At the top left-hand portion of this page is the selection box for "Active". This box should always be selected for any case that is currently open. Additionally, only the Directing Agency will uncheck this box when the CIG is closing the case. Several fields are required to be filled in prior to continuing to the next tab, and are annotated by a red asterisk (*).

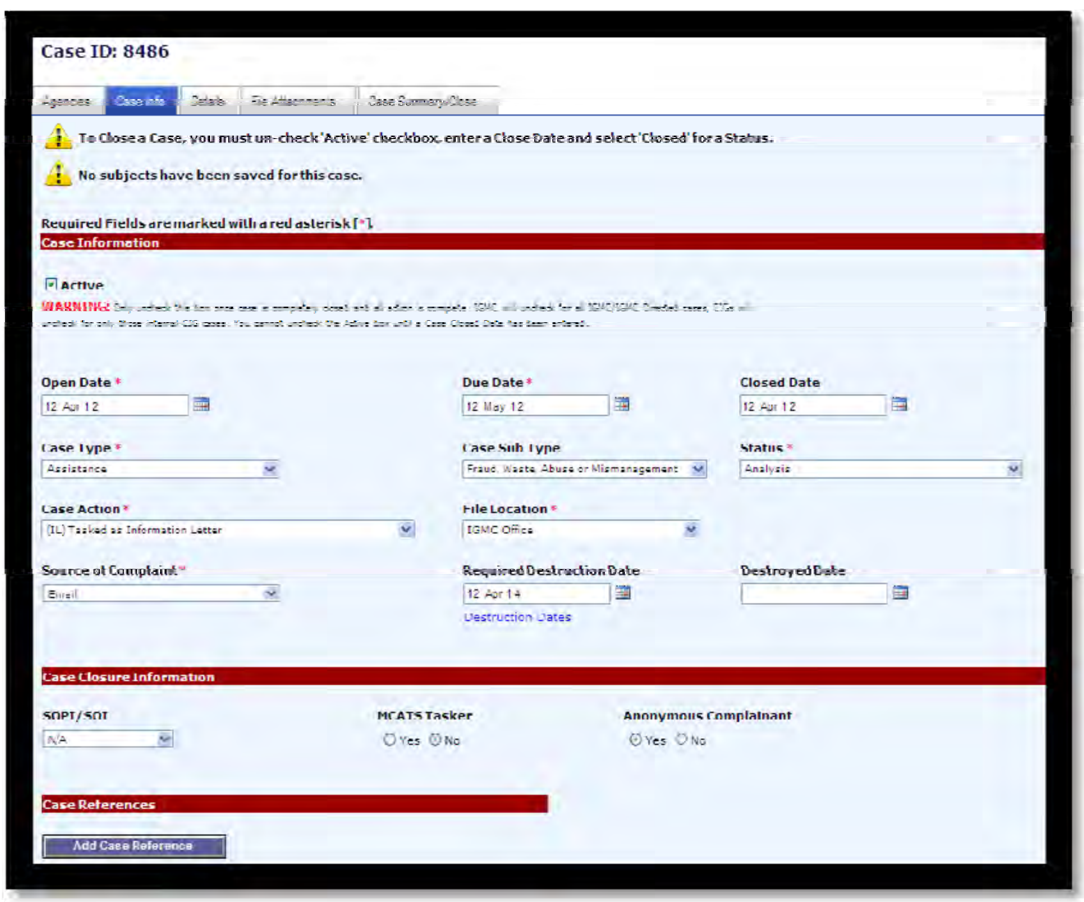
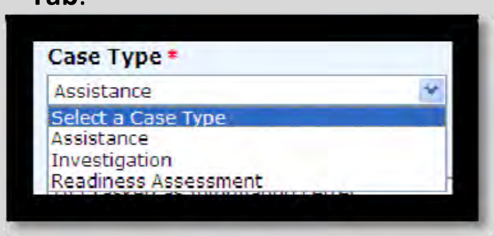
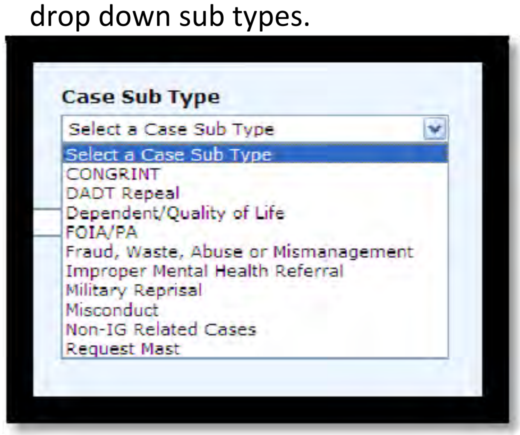
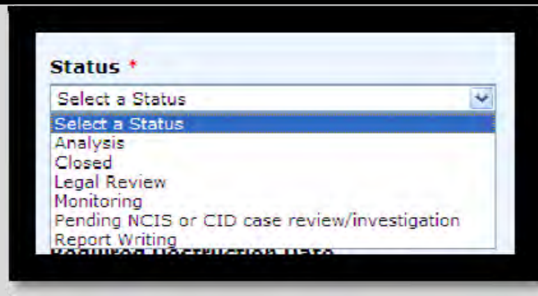
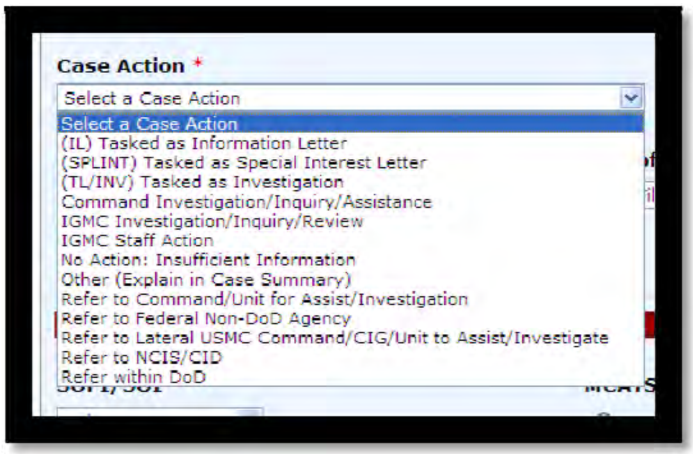
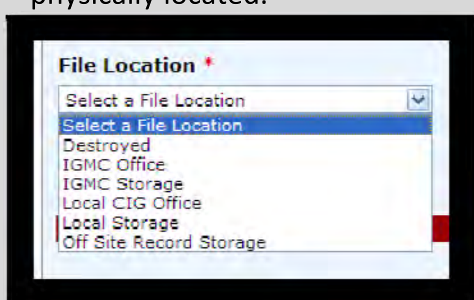
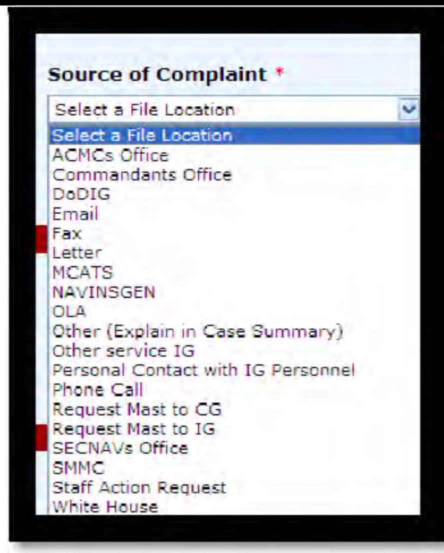
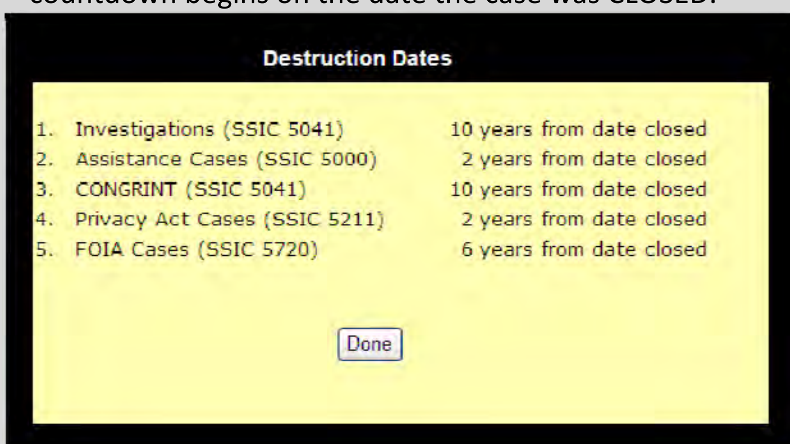


Figure 6- 1 Case Info Tab.

Completing the Case Information section

Step	Tab	Action
Step 1	*Case Info*	• REQUIRED. **Active Box** must be checked when case is in an opened status, and unchecked prior to closing the case. The user will not be able to close the case without this box unchecked.
Step 2	*Case Info*	• REQUIRED. **Opened Date**. Selectable box. Default is the current date. Select the date which the case was opened by the CIG/IGMC.
Step 3	*Case Info*	• REQUIRED. **Due Date**. Selectable box. Default Due Date is 30 days after the **Opened Date**. It is IGMC policy that **Due Date** is 30 days after the case is tasked to a Command Inspector General or an IGMC investigator. Inspectors or Investigating/Action Officers may request an extension of the due date, but must provide a valid reason to the directing agency for the extension.
Step 4	*Case Info*	• REQUIRED FOR CLOSING. **Closed Date**. Closed Date is the date a case is closed by a user authorized to do so. Cases are closed only after every element of the case is complete and reviewed by the directing agency.
Step 5	*Case Info*	• REQUIRED. **Case Type**. Case type is **Assistance**, **Investigation**, or **Readiness Assessment**. **WARNING:** If the user selects **Readiness Assessment**, you will not be able to input **Case Persons** in the **Details Tab**. 
Step 6	*Case Info*	• REQUIRED FOR ASSISTANCE/INVESTIGATION CASE TYPE. **Case Sub Type**. For an assistance or investigation, the user must select one of the eleven drop down sub types. 
Step 7	*Case Info*	• REQUIRED. **Status**. The user must select the current status of the case.

Step	Tab	Action
		
Step 8	*Case Info*	• REQUIRED. **Case Action.** Case action is defined by the Directing Agency. The user will select the appropriate item that describes the action the IGMC or CIG desires on the case. 
Step 9	*Case Info*	• REQUIRED. **File Location.** The file location is where the case paper file is physically located. 
Step 10	*Case Info*	• REQUIRED. **Source of Complaint.** The source of the complaint when it was accepted by the IGMC or CIG.

Step	Tab	Action
		
Step 11	*Case Info*	• **Required Destruction Date**. Select the link below this text box to view several commonly used destruction periods. The destruction date countdown begins on the date the case was CLOSED. 
Step 12	*Case Info*	• **Destroyed Date**. Enter the date that the paper case file was destroyed.
Step 13	*Case Info*	• Case Closure Information. This information is used at the IGMC level, but may be used at the CIG level (except SOPI/SOI).
Step 14	*Case Info*	• If you desire to add a Case Reference number, proceed to the next action block. If you do not, proceed below: • To save the information and remain on the **Case Info** tab, select the **Save** button. • To save the information and proceed to the **Details** tab, select the **Save and Continue** button. • To exit this tab and return to the **Home** tab, without saving, select the **Cancel** button.

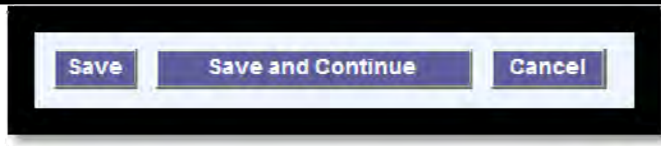
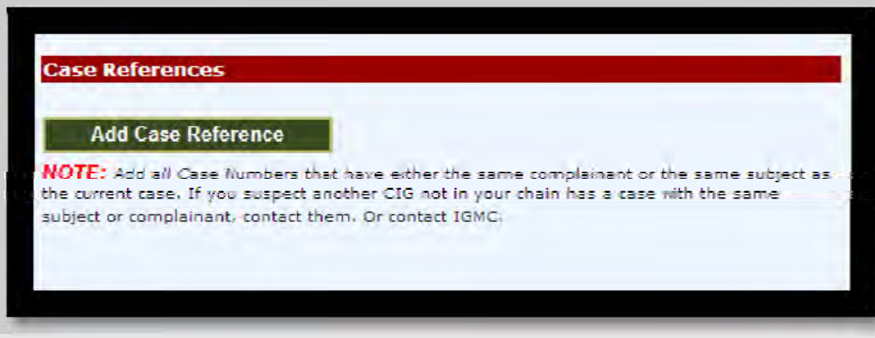
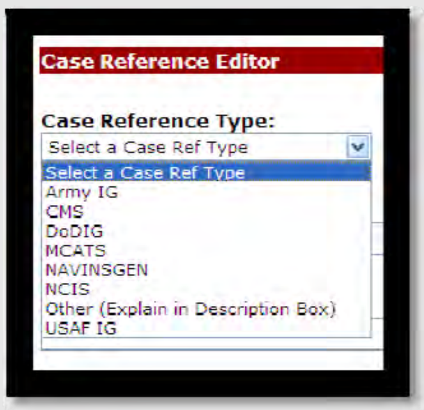
Step	Tab	Action
		

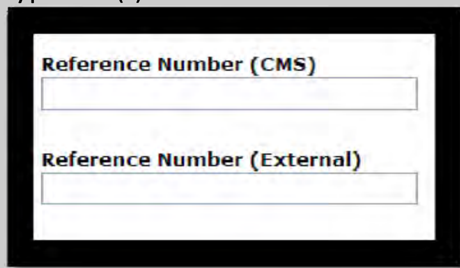
Table 6- 1 Completing the Case Information section.

Adding a Case Reference Number

Step	Tab	Action
Step 1	*Case Info*	• Select **Add Case Reference** button. 
Step 2	*Case Reference Editor*	• Select the appropriate **Case Reference Type**. For cases within CMS that may contain pertinent information to the current case, select **CMS**. 
Step 3	*Case Reference Editor*	• If user selected **CMS** as the **Case Reference Type**, the **Reference Number (CMS)** text box will be available to enter text. All other text boxes will not be editable. • If the user selected selects **DoDIG,** the **Reference Number (CMS)** text box will not be editable. All other text boxes will be available to enter text/select type. All items must be filled in. • All other Case Reference Type selection will allow only text entry into the **Reference Number (External) text** box. • For **Reference Number (CMS)** enter either 000 followed by case number, or just the case number. (For example: 0002385 or 2385).

<table>
<tr><td></td><td></td><td>

• For **Reference Number (External)** enter letters or numbers or combination. No special characters are authorized, to include hyphens (-).

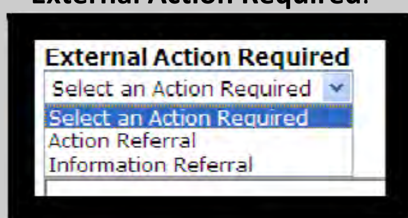


</td></tr>
<tr><td>Step 4</td><td>Case Reference Editor</td><td>

• **Suspense Date.** For **DoDIG** cases, the user must input a **Suspense Date**.

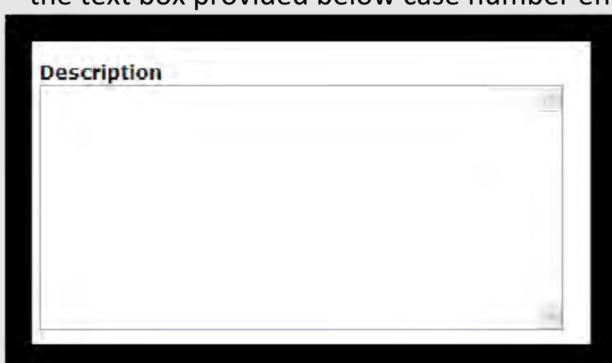
</td></tr>
<tr><td>Step 5</td><td>Case Reference Editor</td><td>

• **External Action Required.** For **DoDIG** case, the user must select either **Action Referral** or **Information Referral** as the type of **External Action Required**.



</td></tr>
<tr><td>Step 6</td><td>Case Reference Editor</td><td>

• If the user desires to a description for the reference number do so in the text box provided below case number entry.



</td></tr>
<tr><td>Step 7</td><td>Case Reference Editor</td><td>

• To save the information and remain on the **Case Reference Editor**, select the **Save** button.
• To save the information and return to the **Case Info** page, select the **Save and Continue** button.
• To exit this tab and return to the **Case Info** tab, without saving, select the **Cancel** button.
</td></tr>
</table>

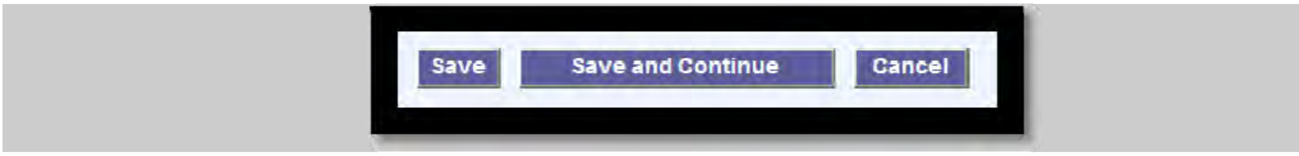


Table 6- 2 Adding a Case Reference Number.

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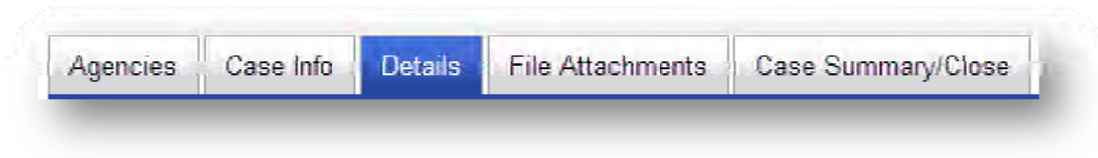
Chapter 7 - Creating a Case File (Details Tab)



Adding Case Details

After you have selected "Save" on the "Case Info" tab, you will automatically be forwarded to the "Details" tab. This tab allows the user to input key case management dates, as well as identifying key personnel (Subjects, Witnesses, Complainant, and Subject Matter Experts), and any allegations against the Subject. Several fields are required to be filled in prior to continuing to the next tab, and are annotated by a red asterisk (*).

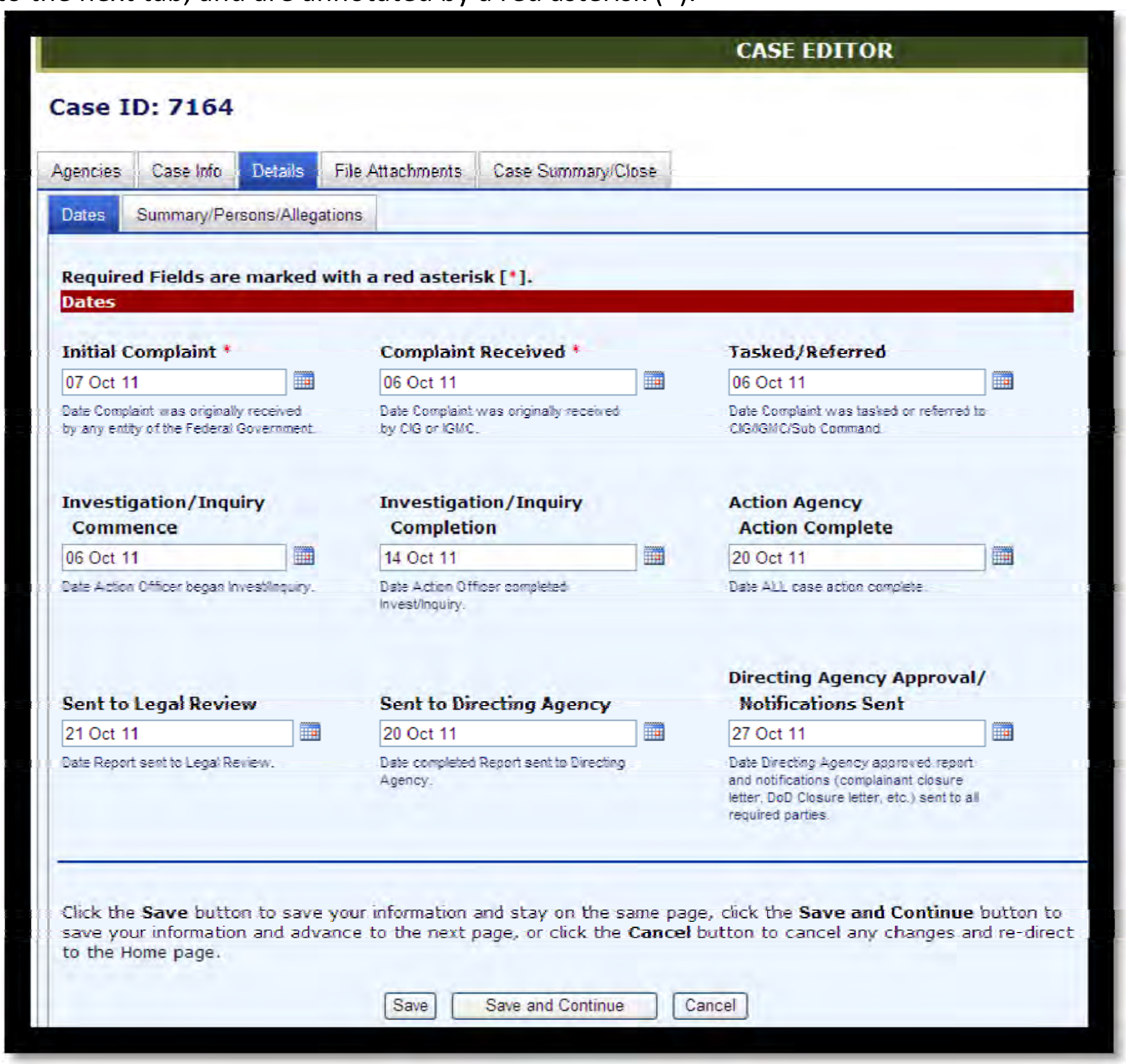
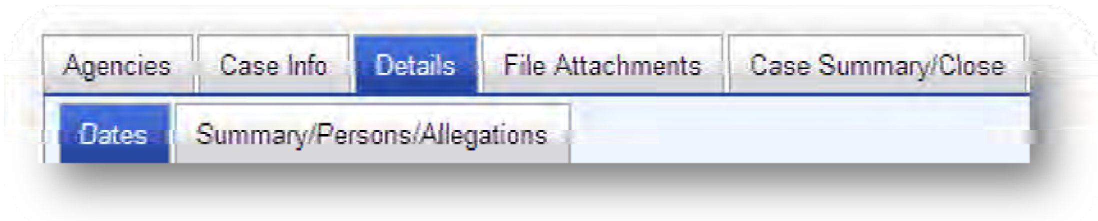


Figure 7- 1 Adding Case Details.



Entering Key Case Dates

Step	Tab	Action
Step 1	*Dates*	• REQUIRED. **Initial Complaint Date**. Select the date that the complaint was originally received by any agency within DoD (DoDIG, HQMC, CMC, ACMC, SMMC, etc.).
Step 2	*Dates*	• REQUIRED. **Complaint Received Date**. Select the date that the complaint was received by IGMC or CIG.
Step 3	*Dates*	• **Tasked/Referred Date**. Select the date that the complaint was either Tasked to a subordinate CIG or Referred to another CIG or Gov't Agency.
Step 4	*Dates*	• **Investigation/Inquiry Commence**. Select the date that the Action Officer commenced conducting the inquiry or investigation. For cases that do not require these items, leave blank.
Step 5	*Dates*	• **Investigation/Inquiry Completion**. Select the date that the Action Officer completed their inquiry or investigation. For cases that do not require these items, leave blank.
Step 6	*Dates*	• **Action Agency Action Complete**. Select the date that the Action Agency completed all tasks associated with this case.
Step 7	*Dates*	• **Sent to Legal Review**. Select the date that the investigation was forwarded for legal review.
Step 8	*Dates*	• **Sent to Directing Agency**. Select the date that the completed case was sent to the Directing Agency.
Step 9	*Dates*	• **Directing Agency Approval/Notifications Sent**. Select the date that the completed case was approved, as well as all notifications completed. Notifications include closure letters to the command conducting the inquiry/investigation, closure letter to the complainant, DoDIG, or other entity requiring notification of case completion.
Step 10	*Dates*	• To save the information and remain on **Dates** tab, select the **Save** button. • To save the information and proceed to the **Summary/Persons/Allegations** tab, select the **Save and Continue** button. • To exit this tab and return to the **Home** tab, without saving, select the **Cancel** button.

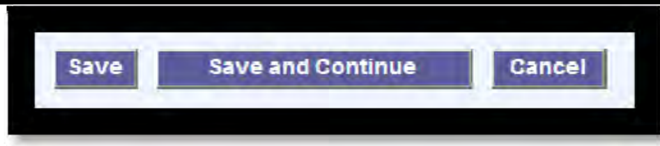
Step	Tab	Action
		

Table 7- 1 Entering Key Case Dates.

Summary/Persons/Allegations

The Summary/Persons/Allegations sub-tab allows the user to enter the required Case Summary, as well as identify people associated to the case, allegations against each subject, as well as add case notes. At the top of this sub-tab you will always be provided two warnings the first time you access the page, as well as instances when you do not have a subject or allegation. These are warnings only, and will not preclude you from entering data or saving information. Additionally, although the warning indicates you don't have a case allegation or subject(s), there will be instances in which you will not have either. Not entering either a Case Allegation or a Subject will not stop your forward progress through CMS. These two warnings are only there to ensure you do not forget to enter one or both of either an allegation or subject if you have the requirement to do so.

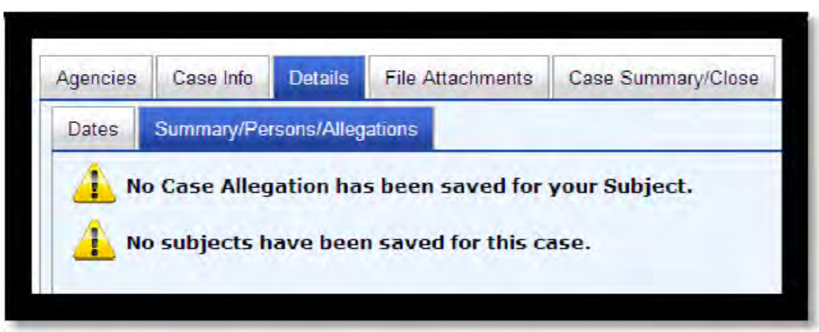


Figure 7- 2 Summary/Persons/Allegations Warnings.

Case Subjects

If the user has opened the case and selected Investigation as the case type, there must be a subject identified in the Summary/Persons/Allegations sub tab prior to closing the case. If a subject is not identified, the user will not be allowed to close the case.

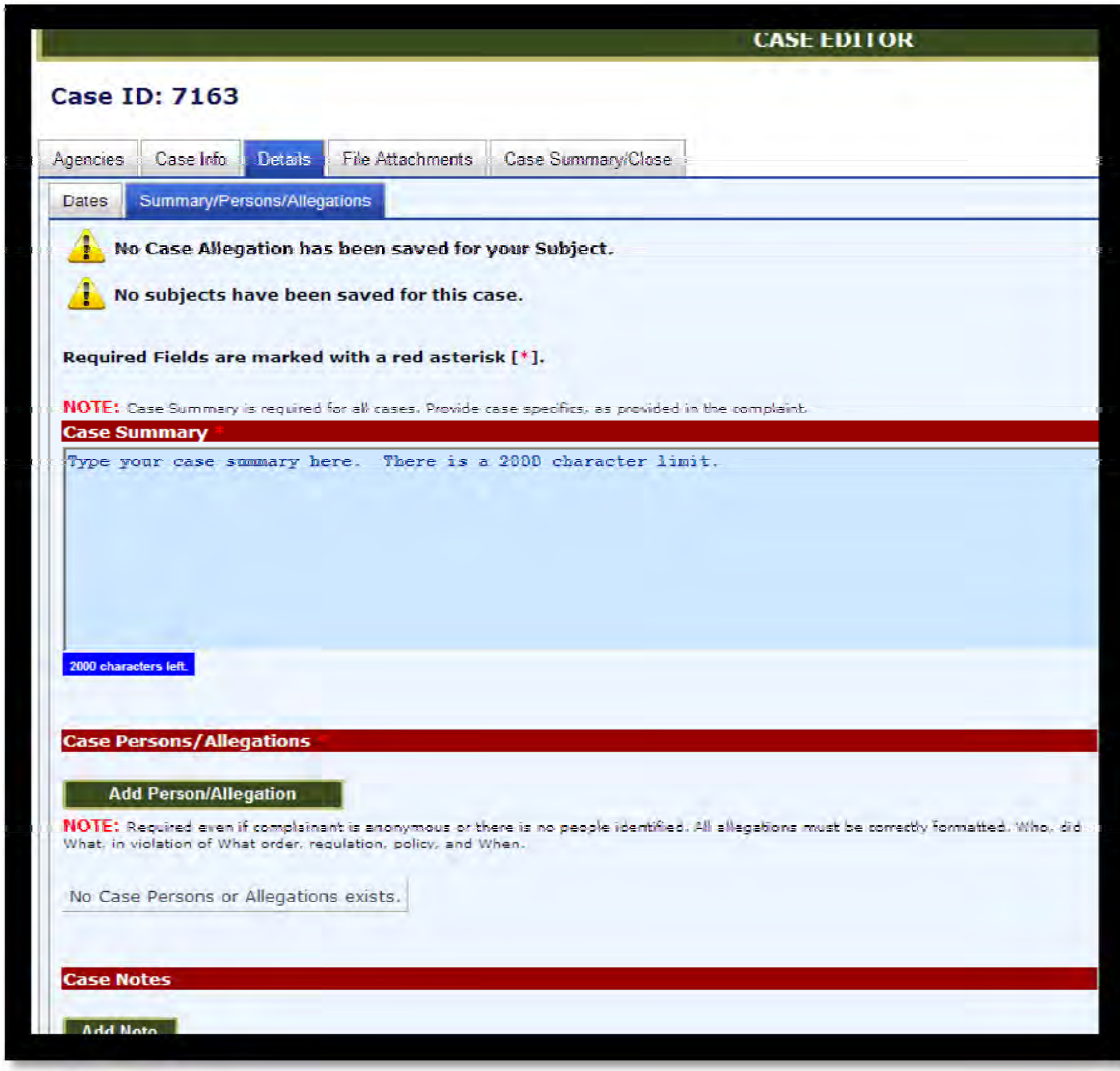


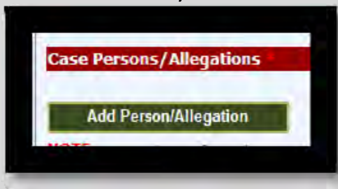
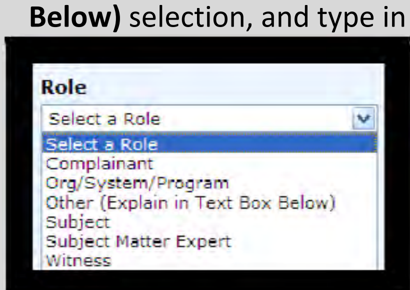
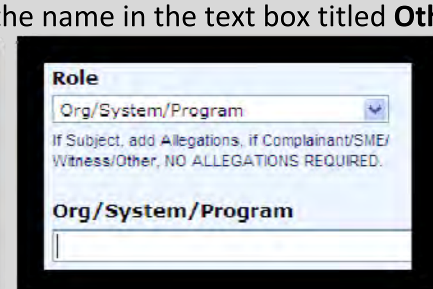
Figure 7- 3 Summary/Person/Allegation Sub Tab.

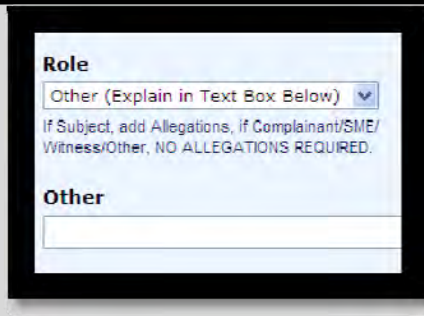
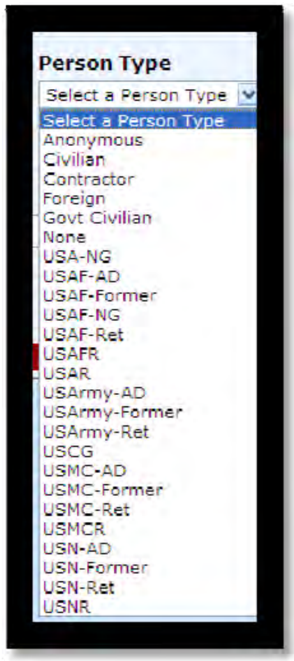
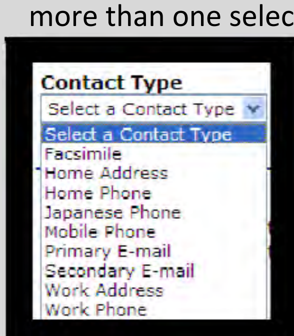
Entering Case Summary

Step	Tab	Action
Step 1	*Summary/ Persons/ Allegations*	• REQUIRED. **Case Summary**. Case summary to include the:"Who, what, why, when, where, and how" of the complaint. Include names, special instructions, and any items critical to the case. Limit of 2000 characters.

Table 7- 2 Entering Case Summary.

Entering Case Person/Allegation Information

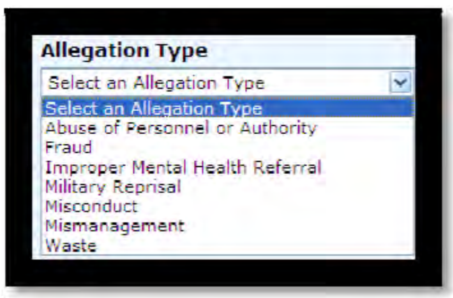
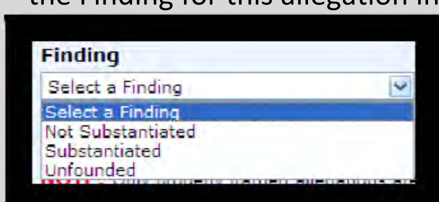
Step	Tab	Action
Step 1	*Summary/ Persons/ Allegations*	• **Add Person/Allegation**. To add a person associated to the case, select the **Add Person/Allegation** button. The complainant (even if it is unknown) must be entered first. 
Step 2	*Person*	• **Anonymous/Unknown/None**. Select **Anonymous/Unknown/None** box if the complainant or witness is unknown. **SUBJECTS CANNOT BE ANONYMOUS/ UNKNOWN/NONE.**
Step 3	*Person*	• **Names**. If the person is not anonymous or unknown, fill in each text box with as much information as possible. IF YOU ARE ENTERING A SUBJECTS NAME, ENSURE YOU ENTER THE COMPLETE FIRST, MI, AND LAST NAME. Additionally, if you enter a middle initial, put a "." Immediately to the right of the initial.
Step 4	*Person*	• **AKA or Maiden Name**. If the person goes by a nickname, different name, or maiden name, input this name into the text box provided.
Step 6	*Person*	• **Unit**. If the person's unit (Military) or company (Civilian) is known, input into this text box.
Step 7	*Person*	• **Sex**. Enter whether person is Male or Female.
Step 8	*Person*	• **Role**. Select the role of the person whose information you are adding to CMS. The first person you must enter is the **Complainant**. Following the complainant, you may add any of the remaining roles. If you select the role of **Subject**, the **Add Allegation** button will show up at the bottom of the page (Refer to next section). Select this button to add any allegations. For cases that have allegations against a command, system, program or other unit, without names associated to it, select the **Org/System/Program** role and type in the name using the text box below the Role. The same holds true for Roles that may not be listed. Select the **Other (Explain in Text Box Below)** selection, and type in the name in the text box titled **Other**. 

Step	Tab	Action
		
Step 9	*Person*	• **Person Type**. Select the appropriate type for the person you have entered. 
Step 10	*Person*	• **Grade/Rank**. Select the appropriate **Grade/Rank** for the person you have just entered. Each Service and Government Civilian has distinct grades and ranks.
Step 11	*Person*	• **Comments**. Add any amplifying comments about this person.
Step 12	*Person Contact Editor*	• **Add Additional Contact Information**. Select this button and within the new tab, select the appropriate **Contact Type**. You may add more than one selection. 

Step	*Tab*	Action
Step 13	*Person Contact Editor*	• To save the information and remain on the **Person** tab, select the **Save** button. • To save the information and return to the **Case Info** page, select the **Save and Continue** button. • To exit this tab and return to the **Case Info** tab, without saving, select the **Cancel** button. 

Table 7- 3 Entering Case Person/Allegation Information.

Adding Allegations (SUBJECT)

Step	*Tab*	Action
Step 1	*Person*	• **Add Allegation**. If the person was identified as a Subject in the **Role** drop down menu (Step 8 above), the **Add Allegation** button will be visible in the area below the **Person Contacts** section. To add an allegation, select the **Add Allegation** button.
Step 2	*Allegation Editor*	• **Allegation Type**. Select the allegation type from the drop down menu. 
Step 3	*Allegation Editor*	• **Finding**. If the investigation, inquiry, or review is complete, select the Finding for this allegation in the drop down menu. 
Step 4	*Allegation Editor*	• **Allegation**. Insert <u>only 1</u> properly framed allegation in the **Allegation** text box. Remember it has to include “Who, did What, in Violation of What, and When.” <u>IF you cannot properly frame the allegation, do not add the allegation at this point</u>.
Step 5	*Allegation Editor*	• To save the information and remain on the **Allegation** tab, select the **Save** button.

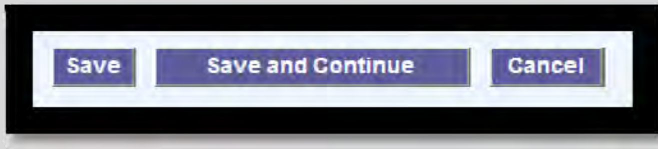
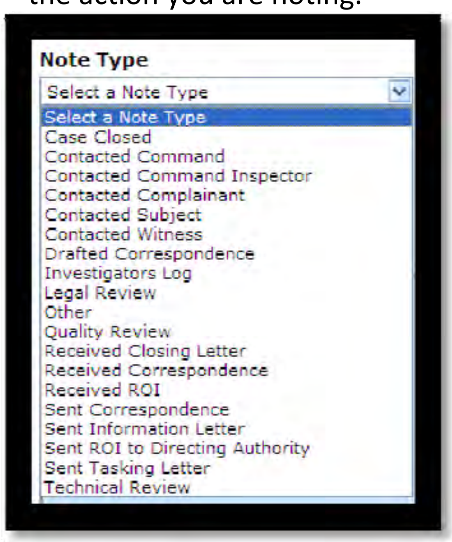
		• To save the information and return to the **Person** tab, select the **Save and Continue** button. • To exit this tab and return to the **Person** tab, without saving, select the **Cancel** button. 

Table 7- 4 Adding Allegations (SUBJECT).

Adding Case Notes

Case Notes are an integral part of CMS. This section provides a timeline of events, such as correspondence sent and received, interviews, phone correspondence, and case completion notes. All case officers must use this section to ensure all notes are captured. This will assist cases officers that may be newly assigned to the case, assists IGMC when conducting a search of cases that may have been sent to multiple IGs or for CIG knowledge of case status when the case officer is not present.

Step	*Tab*	Action
Step 1	*Summary/Person Allegation*	• **Add Note**. Select the **Add Note** button in the **Case Notes** section of the page.
Step 2	*Notes Editor*	• **Note Type**. Select the appropriate **Note Type** corresponding to the action you are noting. 
Step 3	*Notes Editor*	• **Date**. Select the date of entry into CMS.
Step 4	*Notes Editor*	• **Note**. Add the appropriate note in the text box.
Step 5	*Notes Editor*	• To save the information and remain on the **Notes Editor** tab, select the **Save** button. • To save the information and return to the

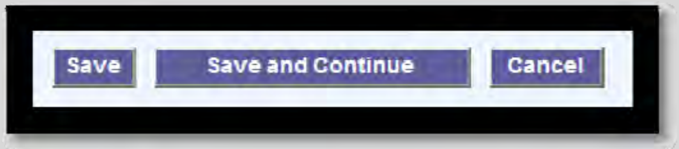
Step	*Tab*	Action
		Summary/Person/Allegation page, select the **Save and Continue** button. • To exit this tab and return to the **Summary/Person/Allegation**, without saving, select the **Cancel** button. 

Table 7- 5 Adding Case Notes.

If all the case information contained on this tab is correct, and the user would like to continue to the File Attachment tab, complete the following steps.

Step	*Tab*	Action
Step 1	*Summary/Person Allegation*	• To save the information and remain on the **Summary/Person/Allegation** tab, select the **Save** button. • To save the information and continue to the **File Attachments tab**, select the **Save and Continue** button. • To exit this tab and return to the **Home Page tab**, without saving, select the **Cancel** button. 

Table 7- 6 Saving Summary/Person/Allegation Information.

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Chapter 8 - Creating a Case File (File Attachments Tab)

File Attachments

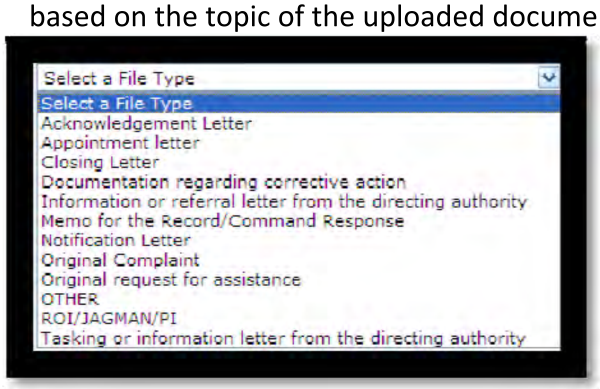
The file attachments tab enables the user to upload pertinent case files. CMS users must use the required Case Document Naming Protocols located in Appendix D. Restrictions enforced within this tab include the following:

- Maximum of 10MB per file.
- File must be saved as an Adobe Acrobat file (.pdf)
- File must be labeled in accordance with Appendix D, Case Document Naming Protocol.
- Type of file must be selected.

Once you select the Add Upload button you will be asked to select a file type. Once this is complete, you may select Browse and upload your file. While the file is uploading, the completion bar will show up in the upper left hand corner of your screen, showing the percent upload complete.

Case file attachments that were uploaded in ODIN, may be viewed in CMS even if they are not adobe .pdf type files. However, new file attachments must follow the guidelines set above.

Step	*Tab*	Action
Step 1	*File Attachments*	• **File Attachment**. Select the **Add Upload** button on the File Attachment tab. If you have no attachments to upload at this time, select the **Continue** button to proceed to the **Case Summary/Close** tab.
Step 2	*Add Upload*	• **Select a File Type**. Select the type of file you are going to upload based on the topic of the uploaded document.



Step	Tab	Action
Step 3	*Add Upload*	• **Browse**. Select the **Browse** button to search for your document. Once you have located and selected the document, select **Open**.
Step 4	*Add Upload*	• **Upload**. Once you have verified that you have selected the correct file type and the correct document, select the **Upload** button to complete the upload of the document into the user's case file.
Step 5	*File Attachments*	• Once the upload is complete, CMS will bring the user back to the **File Attachments** tab, to upload additional documents, to view/delete current documents, or if the user wishes to continue to the Case **Summary/Close** tab, select the **Continue** button.

Table 8- 1 Uploading File Attachments.

Deletion of File Attachments

The IGMC retains the permission to delete all case documents. If you have mistakenly uploaded the wrong file, contact IGMC to delete it.

Chapter 9 - Creating a Case File (Case Summary/Close Tab)

Case Summary/Close Tab

The final step in CMS is to review the current case for errors, missing data, and to ensure all sections are complete prior to closing the case. The Case Summary/Close tab provides the user with not only an error check function, but also the ability to print out a Case Summary page to assist with briefings, case record, and case management.

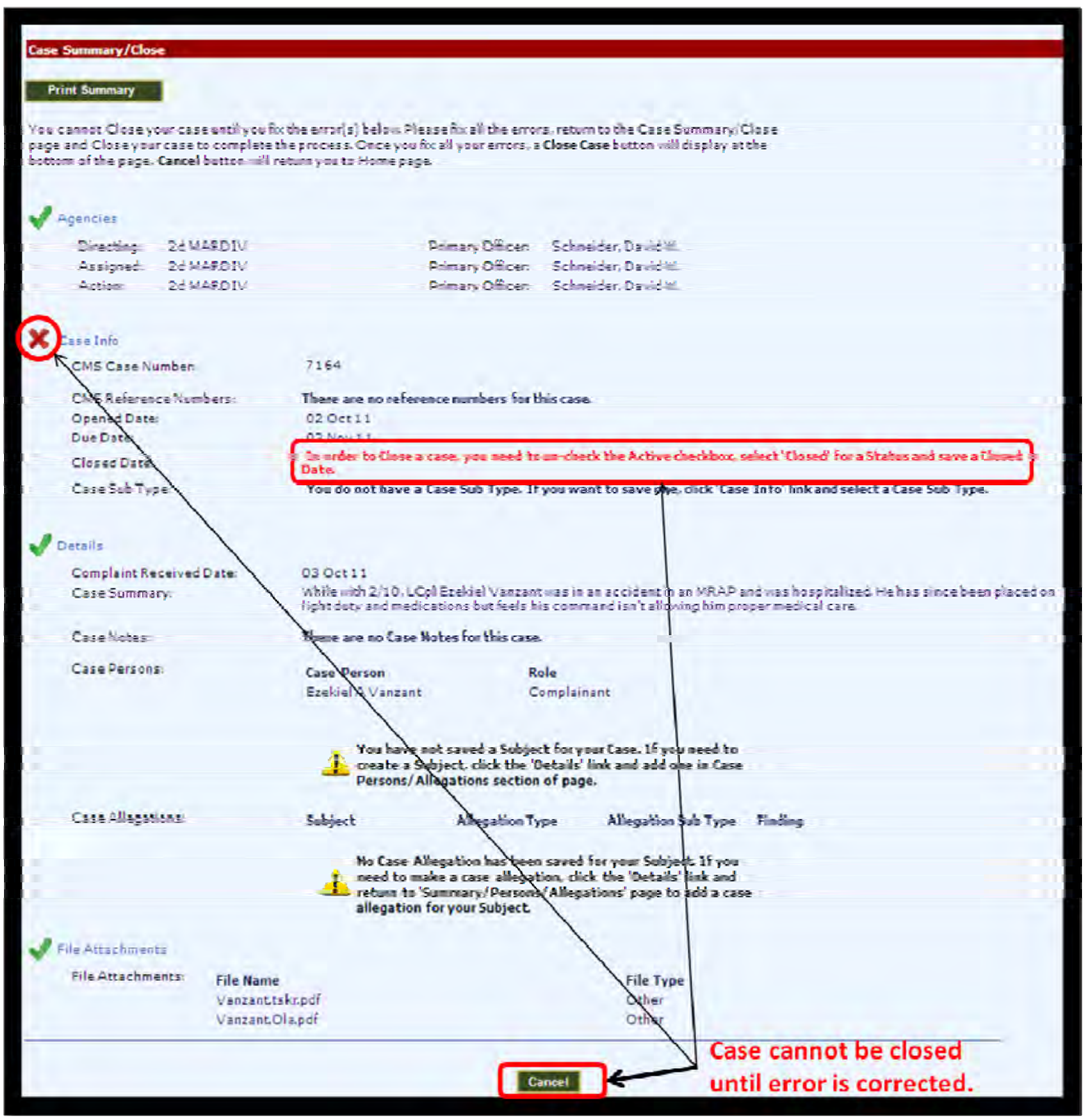


Figure 9- 1 Case Summary/Close Tab.

As illustrated in Figure 9-1, above, CMS will notify you of sections that are required to be fixed (red X) prior to closing the case. Green checkmarks notify the user that all required information has been added. If the user has a red X, they may select the linked tab title (in the case above, the user would select Case Info next to the red X). This will take the user to that section to fix the error.

Additionally, if there are red Xs on the Summary Page, the user will not be able to close the case until all items are fixed. Once the user has fixed the issues, the Close Case button will replace the Cancel button, and the user may close the case. Once Close Case button is selected, the user will be returned to the Home tab. [Figure 9-2]

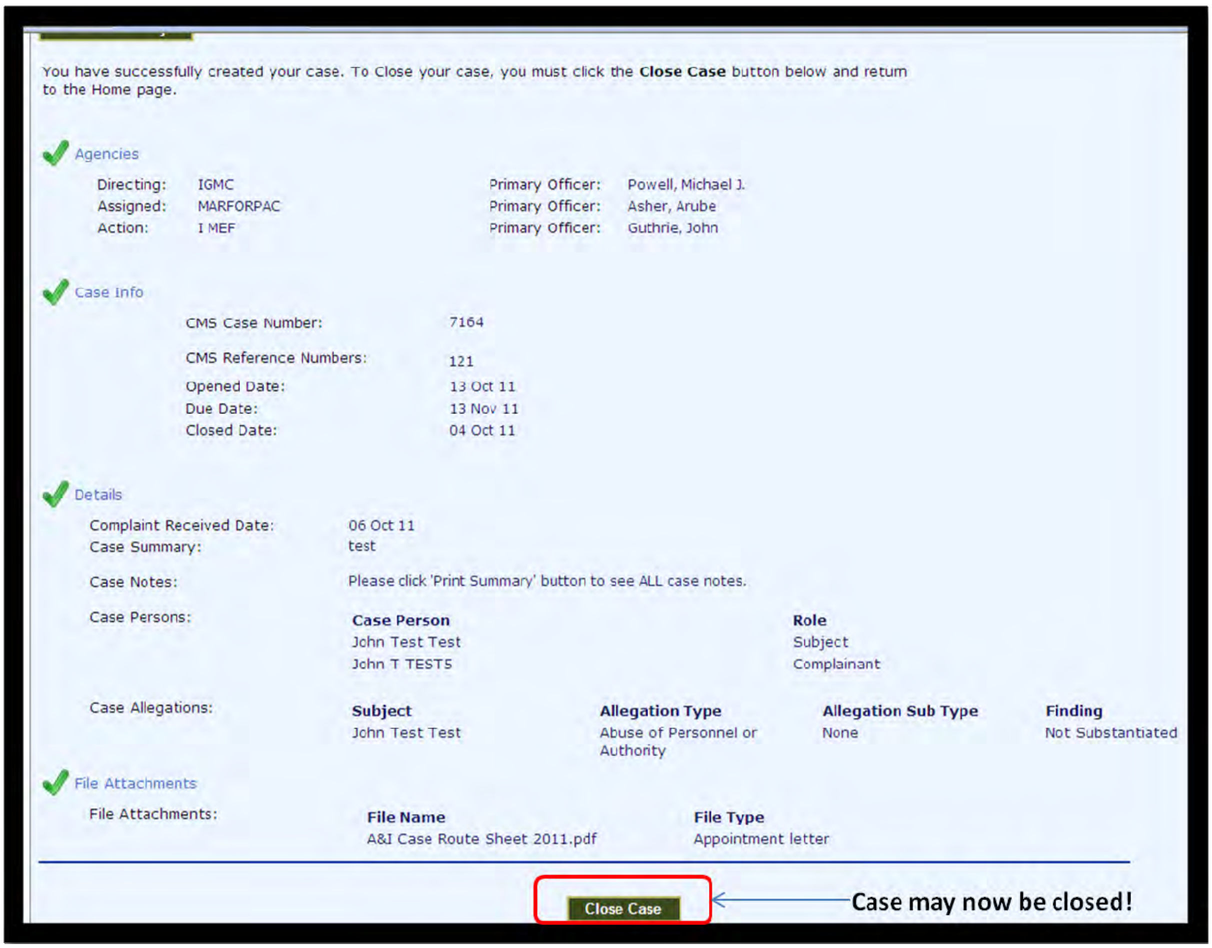
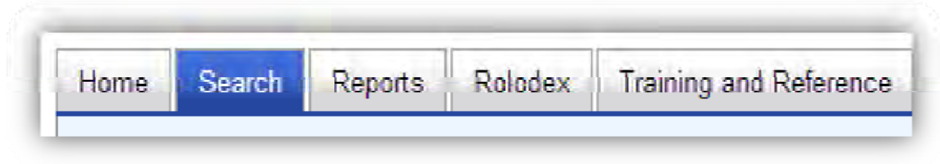


Figure 9- 2 Summary Page Closing Case.

Printing the Case Summary Page

The user may wish to print the Case Summary page. To do so, select the Print Summary button at the top left hand corner of the page as shown in Figure 9-1. Once this is complete, the Case Summary will appear in printer format. Select the Print button, and print to your local printer. The user may select the Cancel button to return to the Case Summary tab.

Chapter 10 - Search Tab



Search

Users may search for cases by using the Search tab in CMS. A majority of the information contained in a CMS Case can be searched. Additionally, the user can modify the items of data they wish to view by the selection of columns of the case data. [Figure 10-1 and 10-2]

Searches may be conducted using a number of pre-determined text boxes or drop down menus. The user may also filter these search results further by using column filters located at the top of each column of data displayed. If the user desires to view all cases assigned to his CIG and subordinate CIGs, simply select the required CIG name on the drop down within the **Organization Name** text box and the desired columns of data, and select the Search button at the bottom of the page. When using this search function, all other search filters will be disabled.

Users may also desire to search cases either by the name of the **Case Person**, or by the name of the **Case Officer**. In either case, type in the name of the Person or Officer in the appropriate text box. As with all searches, the user must select the columns of data to display.

Clearing the Search

If a user is conducting multiple searches or desires to begin a new search, they may select the **Clear** button located at the bottom of the Search Tab. This function will clear all search results, as well as all search criteria.

Exporting Search Results

Once the user has executed the search, they may transfer the search results to an Excel file. To accomplish this, simply select the **Export to Excel** button located immediately above the search results. The user can modify and save this file as a standard Excel document.

Searching Cases when not using Person Role, Case Person, Allegation Type, or Finding Filters

If the user selects any column to display (except **Person Role**, **Case Person**, **Allegation Type** or **Finding**) and did not enter a **Case Person**, **Allegation Type** or **Finding**, CMS will only return one record per case. Basically, when a user's search criteria does not include any case person or case allegation criteria, only one case record will be displayed for each case based on the criteria.

Searching Cases when using Person Role, Case Person, Allegation Type, or Finding Filters

If the user selects columns to display that include Person **Role**, **Case Person**, **Allegation Type** or **Finding** and/or **Case Person**, **Allegation Type** or **Finding**, all case persons and case allegation data will be displayed. When a user's search criteria includes any case person or case allegation criteria, all case persons and case allegation data will display for each case based on the criteria. For a case that has four separate subjects with two allegations per subject, CMS will display the case eight times, once for each allegation.

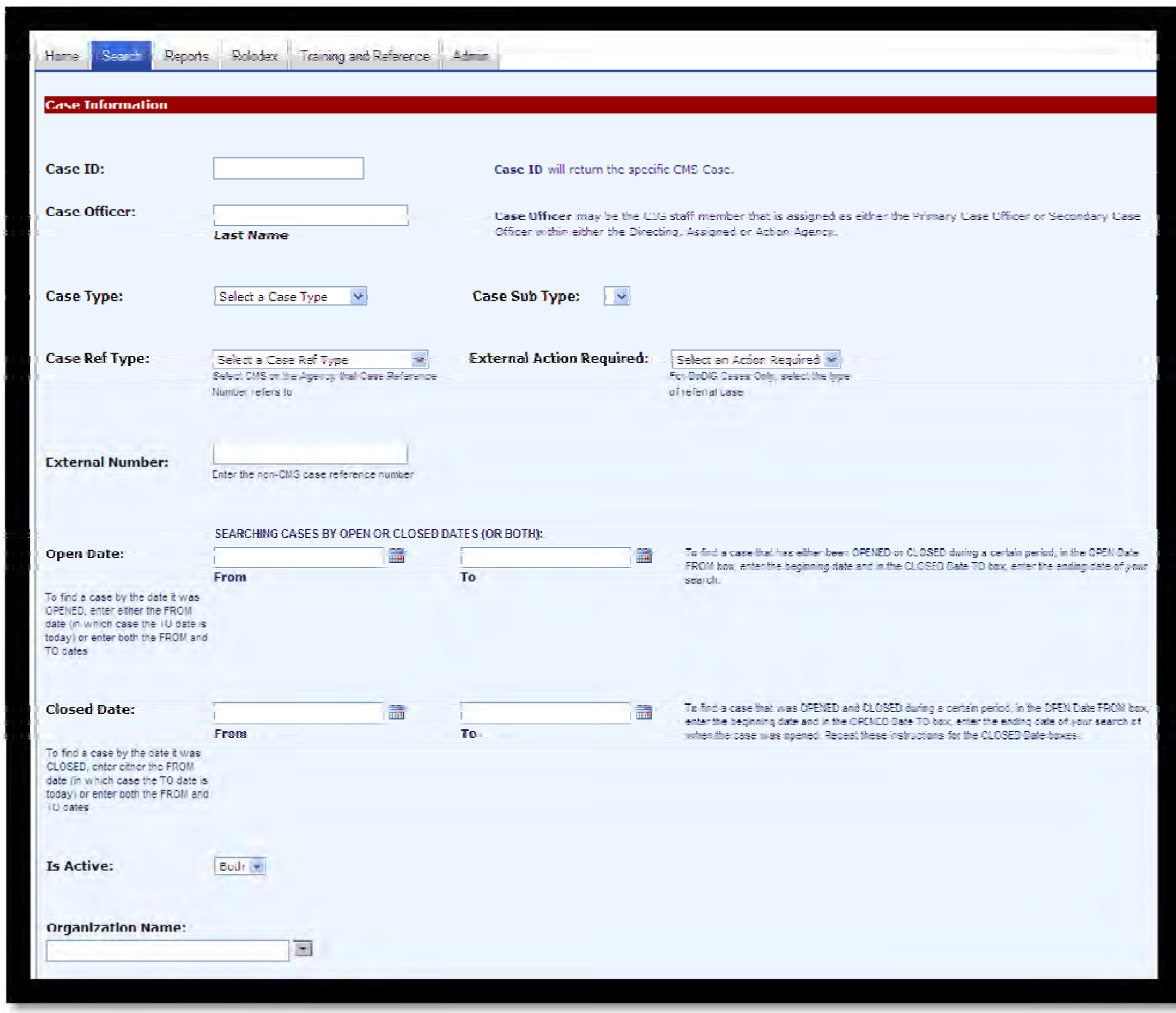


Figure 10- 1 Search Tab – Case Information.

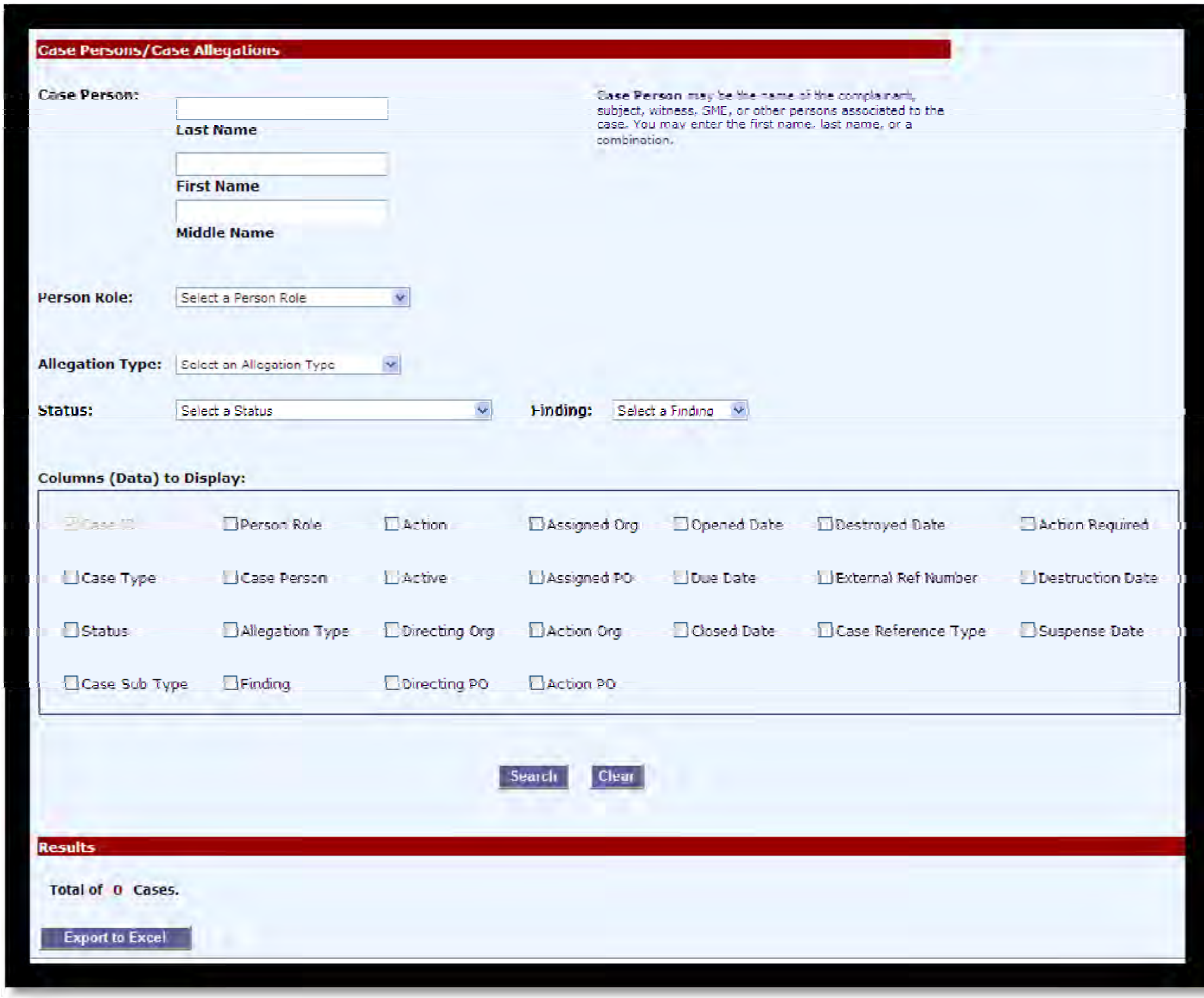
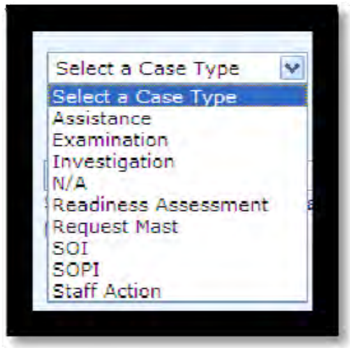


Figure 10- 2 Search Tab – Case Persons/Case Allegations.

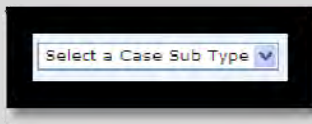
Conducting a Search for Case Information

Step	*Tab*	Action
Step 1	*Search*	• To search CMS for a particular case file, you may enter or select any or all of the criteria.
Step 2	*Search*	• **Case ID**. Enter either a seven digit (0001234) or 4 digit (1234) existing CMS Case ID number.
Step 3	*Search*	• **Case Officer**. Enter the **Last Name** of a case officer associated with the case. This may be the Primary or Secondary officer at the Directing, Assigned or Action Agency.
Step 4	*Search*	• **Case Type.** Select the **Case Type** to view cases that are classified as one of the nine types. Old (ODIN) cases may be classified as one of the nine selections. New cases (cases opened in CMS versus ODIN)

Step	Tab	Action
		must be **Assistance**, **Investigation** or **Readiness Assessment**.

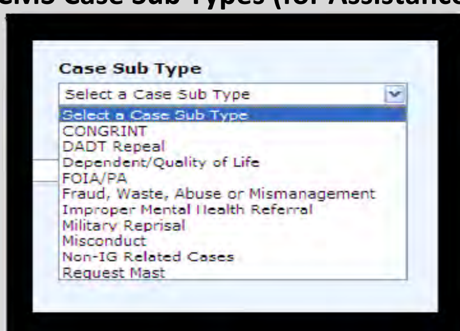


Step	Tab	Action
Step 5	*Search*	• **Case Sub Type.** After selecting the **Case Type**, the user may further filter the results based on the **Case Sub Type.**

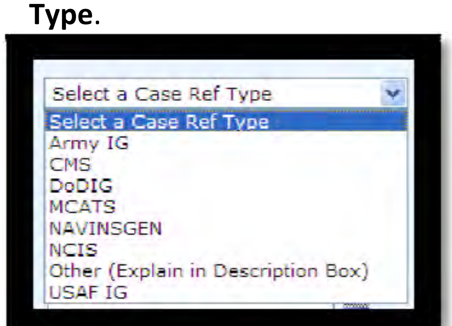


As with Step 4 above, new cases opened in CMS have only three Case Types. If the case is an Assistance or Investigation case it will be listed as one of the ten sub types below. (Assessments do not have sub types).

CMS Case Sub Types (for Assistance or Investigation)



Step	Tab	Action
Step 6	*Search*	• **Case Ref Type.** To search for cases that have additional case numbers associated to them, select the appropriate **Case Reference Type**.



Step	Tab	Action
Step 7	*Search*	• **External Action Required.** To search for DoDIG cases classified as either Action Referral or Information Referral, select the appropriate

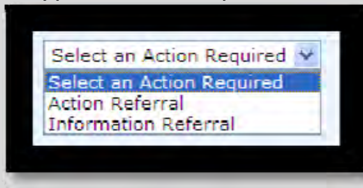
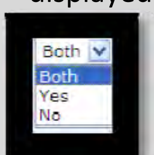
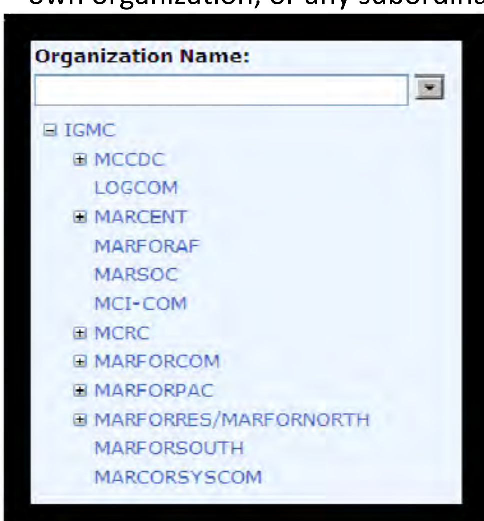
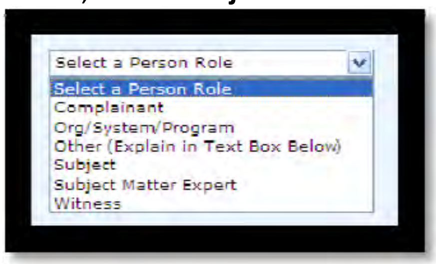
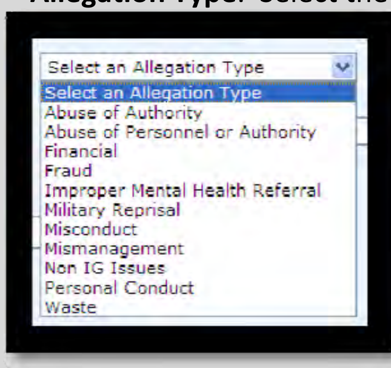
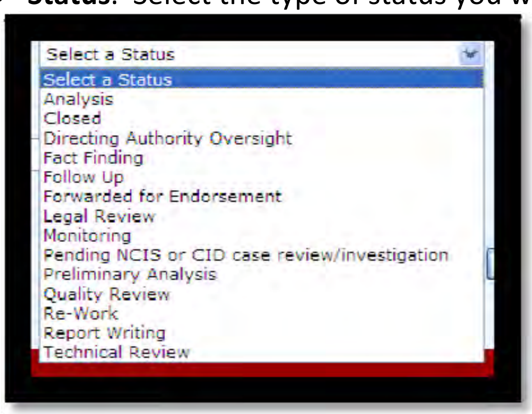
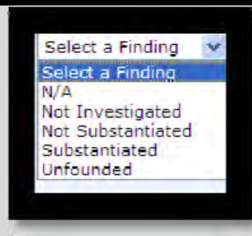
Step	Tab	Action
		type in the drop down menu. 
Step 8	*Search*	• **External Number.** To search for a specific External Case Reference number (non-CMS), enter the number within the text box.
Step 9	*Search*	• **Open Date.** To search for cases opened within a defined time period, select the date range using the two calendar boxes. To search from a date in the past to the present date, enter the **From** date and leave the **To** date blank.
Step 10	*Search*	• **Closed Date.** To search for cases closed within a defined time period, select the date range using the two calendar boxes. To search from a date in the past to the present date, enter the **From** date and leave the **To** date blank. **NOTE:** If the user would like ALL cases either opened or closed within a time period, enter the opened date in the **From (open date)** box, and the closed date in the **To (closed date)** box.
Step 11	*Search*	• **Is Active**. Select if you would like only **Open**, **Closed** or **Both** cases displayed. 
Step 12	*Search*	• **Organization Name**. Select the CIG organization name that you would like the results displayed. You will only be able to select your own organization, or any subordinate organizations. 

Table 10- 1 Conducting a Search – Case Information.

Conducting a Search for Case Persons/Case Allegations

Step	*Tab*	Action
Step 1	*Search*	• **Case Person**. Enter the Full Name or portion of the name (**Last Name, First Name,** or **Middle Name**) of a Person associated with the case. This may be the Subject/Complainant/Witness, etc.
Step 2	*Search*	• **Person Role.** Select the **Person Role** to view cases with persons identified under the selected role. For example, if you would like to list all **Subjects** in all your case files, select **Subject.** 
Step 3	*Search*	• **Allegation Type**. Select the type of allegation you would like displayed. 
Step 4	*Search*	• **Status**. Select the type of status you would like displayed. 
Step 5	*Search*	• **Finding**. Select the type of **Finding** you would like displayed. Although CMS does not allow new cases to select **Not Investigated** as a type of finding, older cases may still have this type selected.

Step	*Tab*	Action



Step 6 *Search*

- **Columns (Data) to Display.** This section allows the user to select or deselect which columns of data to display. Case ID number is the default display.

Case ID – **Case ID** assigned to the case in CMS. This will always be displayed
Case Type – Assistance/Investigation/Readiness Assessment
Status – Analysis/Closed/Report writing, etc.
Case Sub Type – CONGRINT/FOIA/IMHR/FWAM etc.
Person Role – Subject/Complainant/Witness/SME other
Case Person – Persons associated with the case (Subj/Witness/Complainant)
Allegation Type – Type of allegation
Finding – For each allegation. Substantiated, Not Substantiated, Unfounded
Action – What action is being taken on the case
Active – If case is still open, this is “Yes”, if case is closed, this is “No”
Directing Org – CIG that has been assigned as the Directing Agency
Directing PO – Directing Agency Primary Officer
Assigned Org – CIG that has been selected as the Assigned Agency
Assigned PO – Assigned Agency Primary Officer
Action Org – CIG that has been selected as the Action Agency
Action PO – Action Agency Primary Officer
Opened Date – Date Case was opened in CMS
Due Date – Date Case is/was Due to Directing Agency
Closed Date – Date Case closed by Directing Agency
Destroyed Date – Actual Date Paper File Case was destroyed
External Ref Number – Case number of a non-CMS Case
Case Reference Type – Name of agency for case reference number
Action Required - For DoDIG/NAVINSGEN cases (Action or Information)
Required Destruction Date – Date Paper File should be destroyed
Suspense Date – Date that completed case is due to DoDIG.

Step	*Tab*	Action
Step 7	*Search*	• **Search**. Select the **Search** button at the bottom of your page to initiate the Search function. The user may also hit the **Enter** key to initiate the Search.
Step 8	*Search*	• **Clear.** Select the **Clear** button to clear all Search criteria.

Figure 10- 2 Conducting a Search – Case Persons/Case Allegations.

Filtering Search Results

CMS increases the functionality of a search by allowing users to filter search results. All columns of data may be filtered further except the **Case ID**, **Case Sub Type**, **Action**, **Active**, and **Due Date**.

Filtering Rules

Several rules apply when using the filter selections. Users should be aware of these rules prior to initiating a search to ensure the search and subsequent filtering produces the correct results.

Filter Rule 1. Execution of Filter

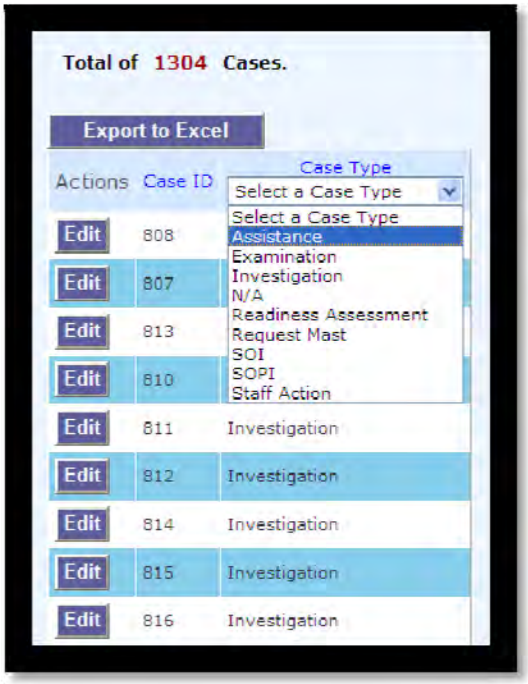
Drop Down Box Entry. When a user selects an item from one of the drop down boxes, the search results will automatically update without having to click the **Search** button.

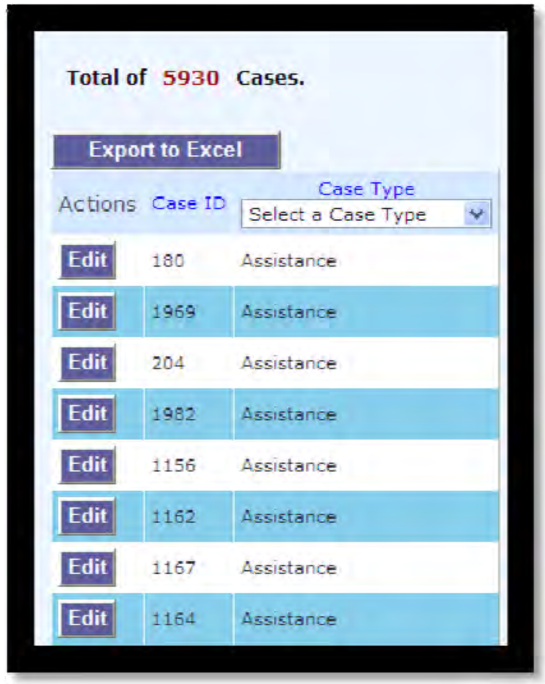
Test Box Entry. When a user enters text into a text box, they must click anywhere off the textbox to update the search results.

Calendar Entry. When a user clicks the calendar icon for an Open or Closed Date, the system will automatically update the search results. If a user enters a date manually into one of the date text boxes, they would have to click off the text box to update the search results.

Filter Rule 2. Search Criteria Override

The filter functions within the search results will override any search criteria filtering. For example, if a user initially sets (in the main Search area) the **Case Type** drop down to **Investigation**, selects **Case Type** for columns to display in the search criteria section and clicks the **Search** button, the search results will display all cases where the case type equals **Investigation**. However, if a user decides to change the case type to **Assistance**, all they have to do is use the filter function by selecting **Assistance** from the **Case Type** drop down in the **Case Type** column inside the search results. This would change the **Case Type** filter from **Investigation** to **Assistance** and update the search results listing automatically, with no need to click the **Search** button. [Figure 10-3]





Search Results for **Investigation** Search Results after selecting **Assistance**

Figure 10- 3 Search Criteria Overide Example

Filter Rule 3. Combining Searches

Users cannot combine filters in the search results columns at once, but they can complete this sequentially. For example, to filter your search results listing by **Case Type** and **Status**, a user would first select their case type inside the **Case Type** column, wait for search results to update with all cases that equal the case type selected, and then select a status inside the **Status** column and wait for the search results to update with all the cases that now equal the case type and status selected.

Filter Rule 4. Returning to the Original Search Results

At any time the user may return to the original search results simply by selecting the **Search** button again.

Filter Rule 5. Organization Filtering

When filtering the **Directing Org**, **Assigned Org** or **Action Org** inside the search results, any of these selections will override the **Organization Name** selected in the Search Criteria if one was selected when a search was initially started (when a user first clicks **Search** button). In addition, any organization entered for any of these three text boxes will filter the cases so that the organization entered matches every case where the **Directing Org**, **Assigned Org** or **Action Org** equal the organization name entered. For example, if a user were to input "IGMC" into the

Directing Org text box in the **Directing Org** column of the search results, then the search results would only display any cases where the **Directing Org**, **Assigned Org** or **Action Org** equal "IGMC". Basically, for initiating a filter on any of the three Orgs, the user can type in the Org name in any of the three text boxes, with the same results. The filter will not display only those matching Orgs in the column below the text box used.

Filter Rule 6. Organization Name

Any organization name that is entered must be the full name or no results will be returned. For example, "I MEF", "2d MARDIV", "MAGTFTC/MCAGCC 29 Palms", etc. must be entered not "1MEF", "2MD", "29Palms". The correct spelling of each organization may be found by selecting the required organization name from the **Organization Name** search criteria on the main search area.

Filter Rule 7. Primary Case Officer (PO) Filtering

When filtering the **Directing PO**, **Assigned PO** or **Action PO** inside the search results, any of these selections will override the **Case Officer** last name entered in the Search Criteria, if one was entered. When a user enters a case officer's last name for the **Directing PO**, **Assigned PO** or **Action PO** text box inside their respective column, then the search results will return cases where the last name entered is equal to the **Directing PO**, **Assigned PO** or **Action PO**. For example, if "Hanke" is entered into the **Directing PO** textbox inside the **Directing PO** column inside the search results then the cases where the **Directing PO**, **Assigned PO** or **Action PO** equal "Hanke" will be returned. NOTE: These columns only filter on the last name of the officer. If a user only typed in part of their last name, no results will display.

Filter Rule 8. Opened and Closed Date Filtering

When filtering by the **Opened Date** or **Closed Date** inside the search results, the filter will override both the **Opened Date** or **Closed Date** selections in the Search Criteria section and filter the search results listing by the **Opened Date** or **Closed Date** selected in the filter. For example, if a user were to enter 01 JAN 11 for the **Opened Date** and 31 DEC 11 for the **Closed Date** in the Search Criteria and clicks **Search** button then all cases returned will be those cases that fall within that date range.

However, if a user then changes the **Opened Date** inside the **Opened Date** column in the search results then the cases returned will be any case where the **Opened Date** is equal to or is greater than the one entered. NOTE: In this case, the **Closed Date** will no longer be considered and the range filter will be lost. If the user wants to return to the opened and closed date range filter, they can click **Search** button again or enter a new range of dates and click **Search** button. [Figure 10-4, 10-5 & 10-6]

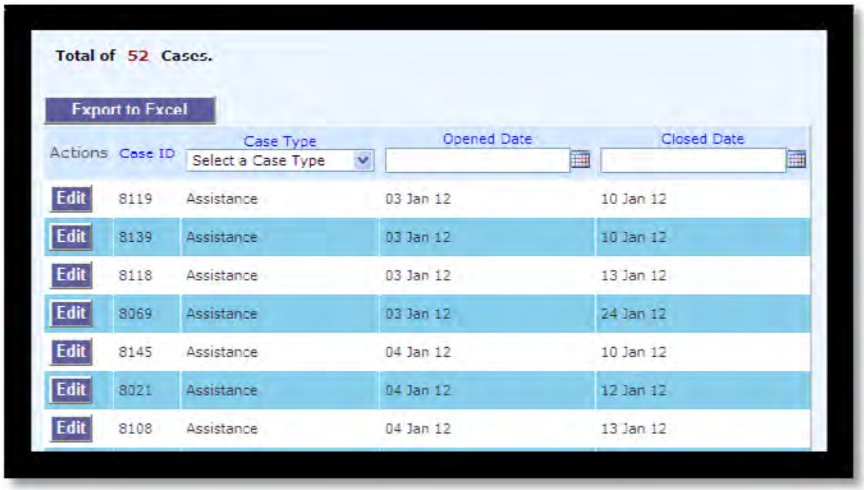


Figure 10- 4 Search Results for Open and Closed Dates in Search Criteria.

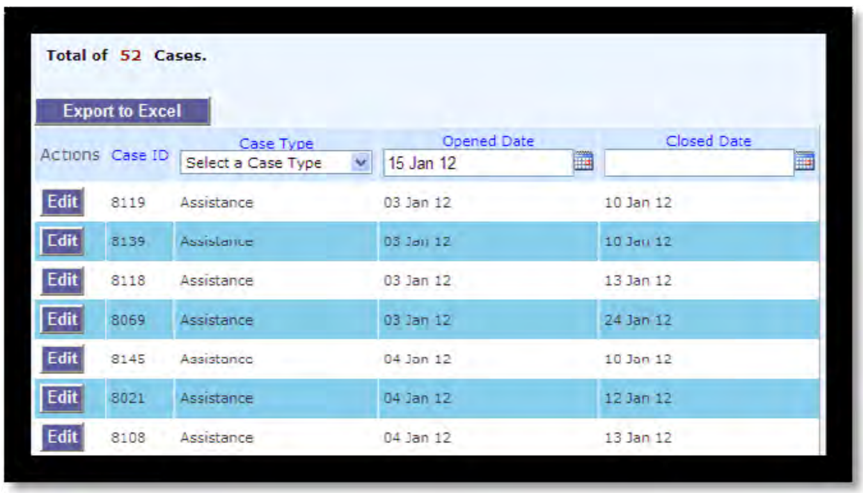


Figure 10- 5 Adding Filter for Opened Date of 15 Jan 12.

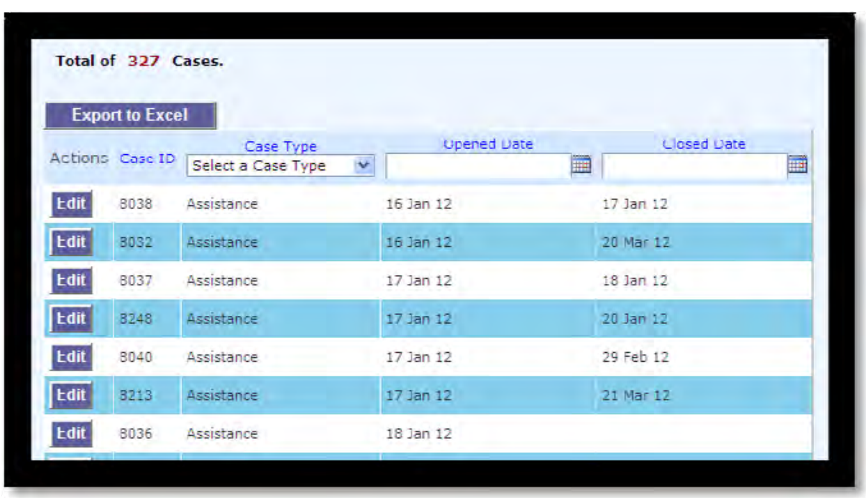


Figure 10- 6 Modified Search Results, showing all cases with Opened Date after 15 Jan 12, with loss of Closed Date Filter.

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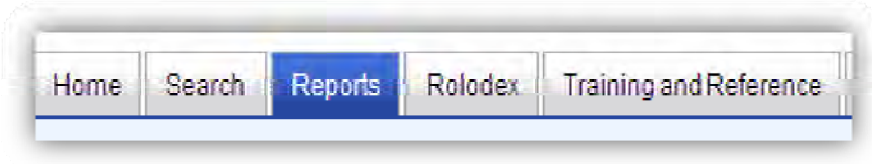
Chapter 11 - Reports Tab



Reports

This tab allows you to view and print predefined reports. The user may create four types of reports.

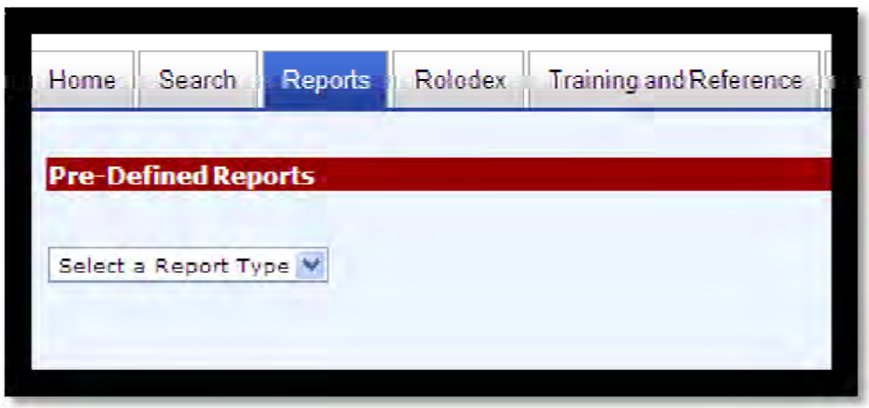
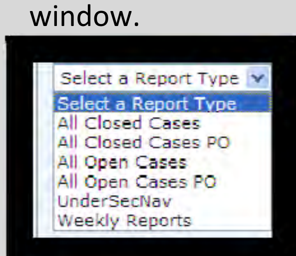


Figure 11- 1 Pre-Defined Reports Tab.

Creating a Report

To create a CMS report, you first begin by selecting one of three options.

Creating an All Closed Cases Report

Step	*Tab*	Action
Step 1	*Reports*	• To create a report, select **All Closed Cases** from the drop down window. 
Step 2	*Reports*	• **Run All Closed Cases Report**. Once all items have been entered, select this button to publish the report.

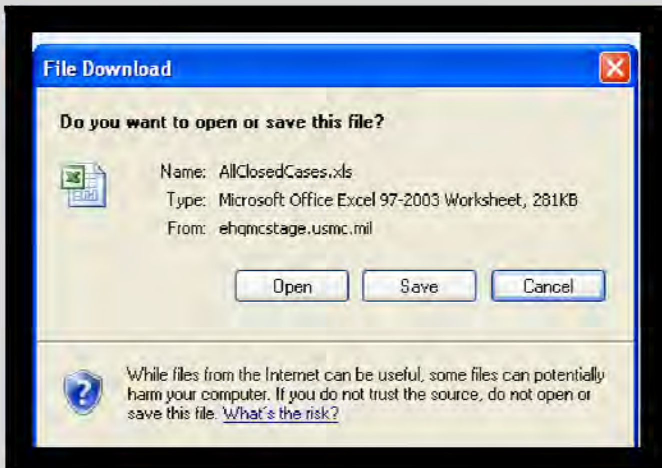
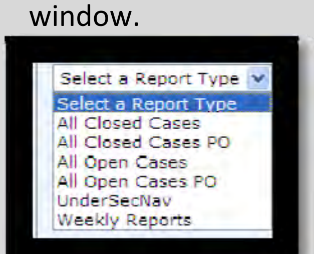
Step	Tab	Action
		
Step 3	*Reports*	• Once you have selected the **Run All Closed Cases Report** button, a pop up window will appear, asking the user if they would like to **Open**, **Save**, or **Cancel**. If the user would like to **Save** a copy of the report, select **Save**. If the user would like to **Open** a copy, select **Open**. If the user does not want to see or save a copy of the report, select **Cancel**. 
Step 4	*Reports*	• Once the report is viewable, the user can treat it as a standard Excel document, by printing, saving, and editing.

Table 11- 1 Creating an All Closed Cases Report.

Creating an All Closed Cases Primary Officer (PO) Report

Step	Tab	Action
Step 1	*Reports*	• To create a report, select **All Closed Cases PO** from the drop down window. 
Step 2	*Reports*	• **Run All Closed Cases PO Report**. Once all items have been entered, select this button to publish the report.

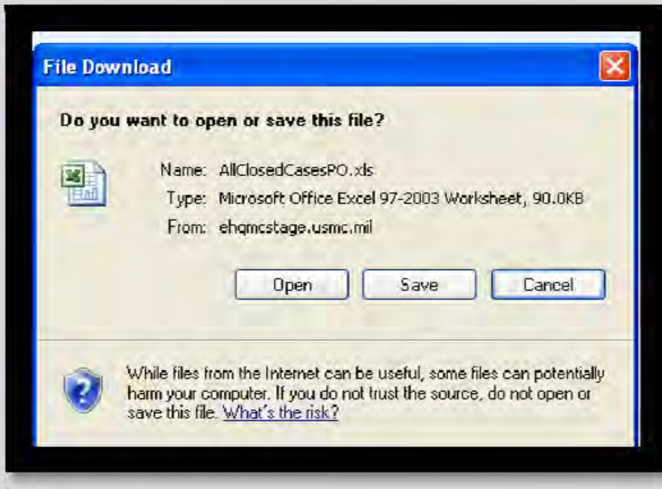
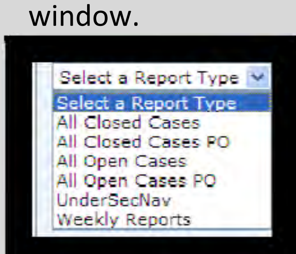
Step	Tab	Action
		
Step 3	*Reports*	• Once you have selected the **Run All Closed Cases PO Report** button, a pop up window will appear, asking the user if they would like to **Open**, **Save**, or **Cancel**. If the user would like to **Save** a copy of the report, select **Save**. If the user would like to **Open** a copy, select **Open**. If the user does not want to see or save a copy of the report, select **Cancel**. 
Step 4	*Reports*	• Once the report is viewable, the user can treat it as a standard Excel document, by printing, saving, and editing.

Table 11- 2 Creating an All Closed Cases Primary Officer (PO) Report.

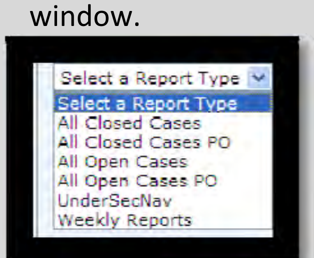
Creating an All Open Cases Report

Step	Tab	Action
Step 1	*Reports*	• To create a report, select **All Open Cases** from the drop down window. 
Step 2	*Reports*	• **Run All Open Cases Report**. Once all items have been entered, select this button to publish the report.

Step	Tab	Action
		
Step 3	*Reports*	• Once you have selected the **Run All Open Cases Report** button, a pop up window will appear, asking the user if they would like to **Open**, **Save**, or **Cancel**. If the user would like to **Save** a copy of the report, select **Save**. If the user would like to **Open** a copy, select **Open**. If the user does not want to see or save a copy of the report, select **Cancel**. 
Step 4	*Reports*	• Once the report is viewable, the user can treat it as a standard Excel document, by printing, saving, and editing.

Table 11- 3 Creating an All Open Cases Report.

Creating an All Open Cases Primary Officer (PO) Report

Step	Tab	Action
Step 1	*Reports*	• To create a report, select **All Open Cases PO** from the drop down window. 
Step 2	*Reports*	• **Run All Open Cases PO Report**. Once all items have been entered, select this button to publish the report.

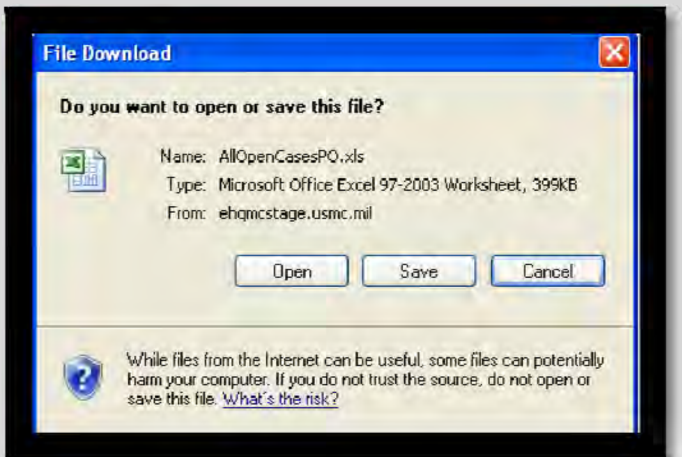
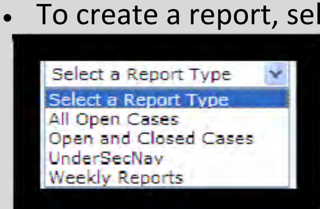
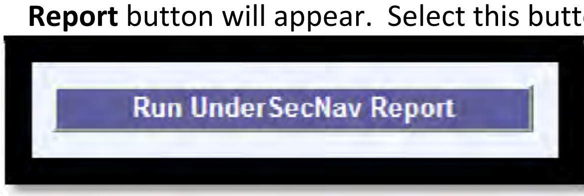
Step	Tab	Action
		
Step 3	*Reports*	• Once you have selected the **Run All Open Cases PO Report** button, a pop up window will appear, asking the user if they would like to **Open**, **Save**, or **Cancel**. If the user would like to **Save** a copy of the report, select **Save**. If the user would like to **Open** a copy, select **Open**. If the user does not want to see or save a copy of the report, select **Cancel**. 
Step 4	*Reports*	• Once the report is viewable, the user can treat it as a standard Excel document, by printing, saving, and editing.

Table 11- 4 Creating an All Open Cases Primary Officer (PO) Report.

Creating the UnderSecNav Report (IGMC Only)

Step	Tab	Action
Step 1	*Reports*	• To create a report, select **UnderSecNav** from the drop down window. 
Step 2	*Reports*	• Once you have selected the type of report the **Run UnderSecNav Report** button will appear. Select this button to publish the report. 

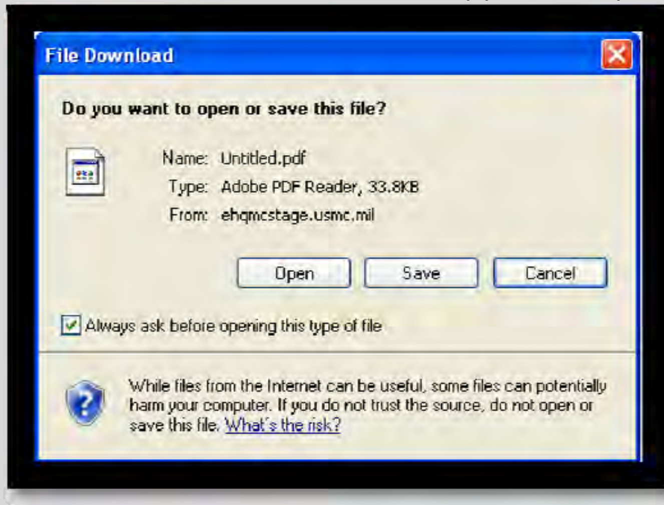
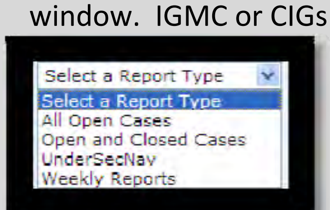
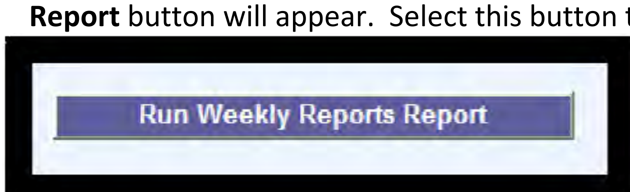
Step	*Tab*	Action
Step 3	*Reports*	• Once you have selected the **Run UnderSecNav** button, a pop up window will appear, asking the user if they would like to **Open**, **Save**, or **Cancel**. If the user would like to **Save** a copy of the report, select **Save**. If the user would like to **Open** a copy, select **Open**. If the user does not want to see or save a copy of the report, select **Cancel**. 
Step 4	*Reports*	• Once the user selects Open, the report will generate in the current view.
Step 5	*Reports*	• Once the report is viewable, the user can treat it as a standard PDF document, by printing, saving, and scrolling.

Table 11- 5 Creating the UnderSecNav Report (IGMC Only).

Creating a Weekly Report (Tuesday to Tuesday)

Step	*Tab*	Action
Step 1	*Reports*	• To create a report, select **Weekly Reports** from the drop down window. IGMC or CIGs may complete this report. 
Step 2	*Reports*	• Once you have selected the type of report the **Run Weekly Reports Report** button will appear. Select this button to publish the report. 
Step 3	*Reports*	• Once you have selected the **Run Weekly Reports Report** button, a

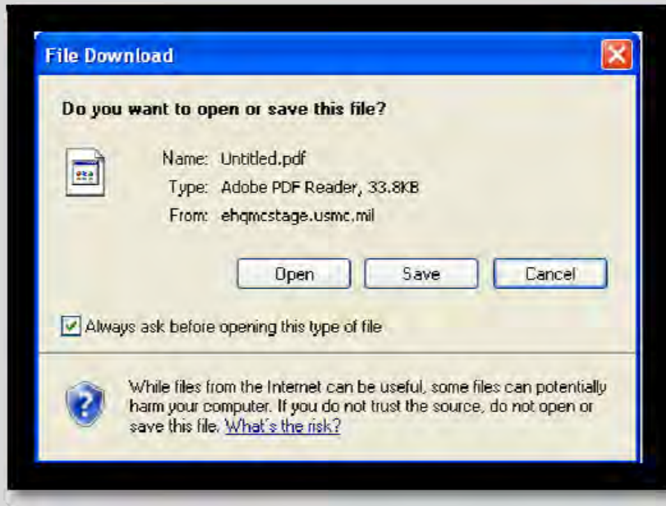
Step	Tab	Action
		pop up window will appear, asking the user if they would like to **Open**, **Save**, or **Cancel**. If the user would like to **Save** a copy of the report, select **Save**. If the user would like to **Open** a copy, select **Open**. If the user does not want to see or save a copy of the report, select **Cancel**. 
Step 4	*Reports*	• Once the user selects Open, the report will generate in the current view.
Step 5	*Reports*	• Once the report is viewable, the user can treat it as a standard PDF document, by printing, saving, and scrolling.

Table 11- 6 Creating a Weekly Report.

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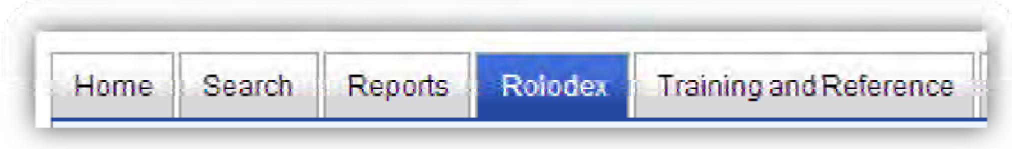
Chapter 12 - Rolodex Tab



Rolodex

The Rolodex function serves two functions. The first is to provide the most accurate and up to date contact information for both IGMC and CIG staff, to include contact phone numbers, email addresses, and websites. The second function is to allow CIGs to effortlessly update this information by simply entering CMS and updating the information within the program. (Figure 12-1)

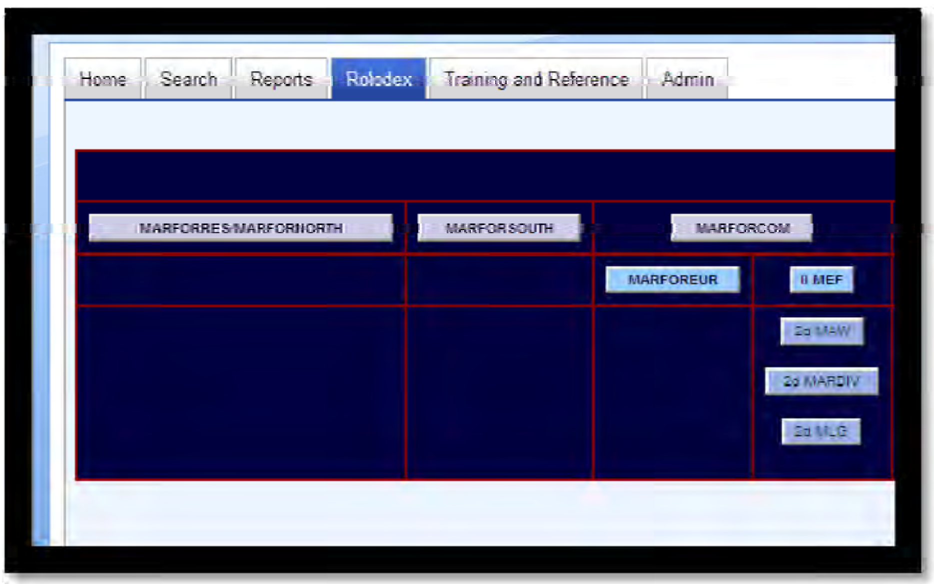


Figure 12- 1 Screen Shot of the Rolodex Tab.

Viewing IGMC/CIG information

Staff members may simply select the corresponding icon of the organization for which they want to view the contact information. For this example, we have selected the "II MEF" icon to view more information. Once the "II MEF" information window pops up, the user will be able to view the current CG, CIG Mailing Address, Phone Numbers, as well as information for all the staff members. In Figure 12-2, if the user is either IGMC or II MEF, they will be able to select the "Edit" button next to each user and update the information.

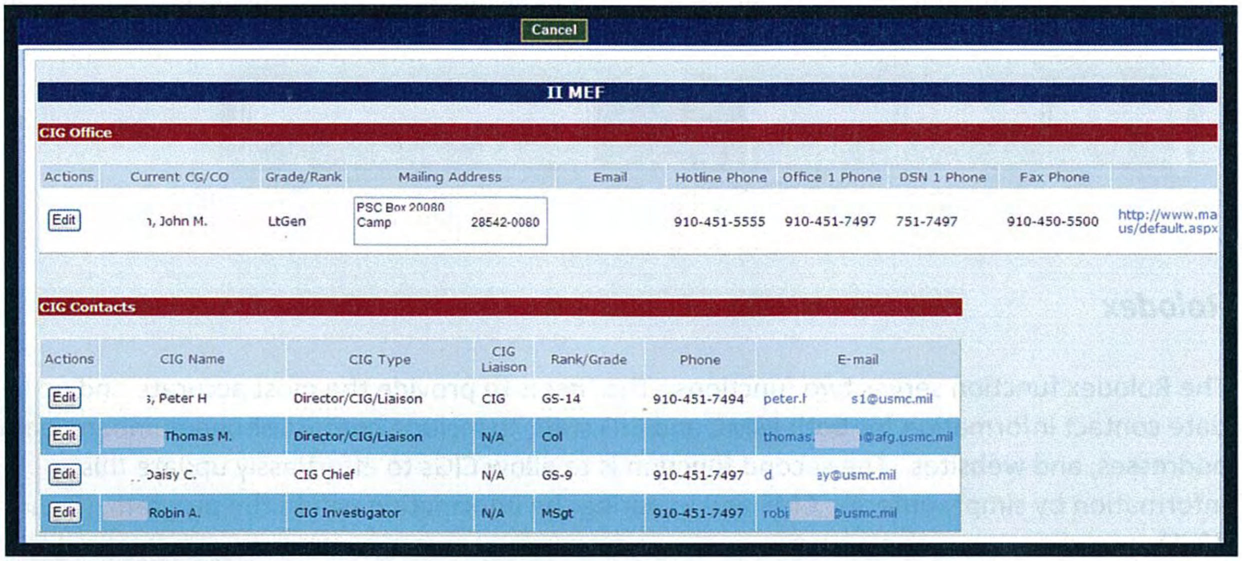


Figure 12- 2 CIG Information Window.

Editing CG and generic CIG information

The User may select and edit the information contained in the "CIG Office" section, within the information window by selecting the "Edit" button. Figure 12-3 displays the available text boxes that may be filled in.

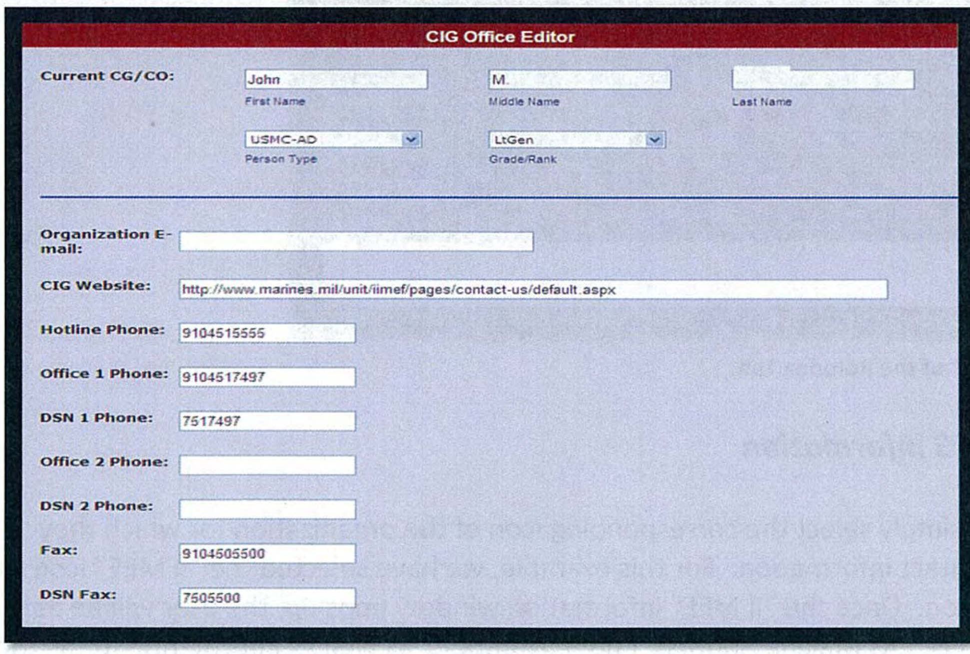


Figure 12- 3 CIG Office Editor.

Editing Staff Member Information

Similar to that of the CIG Office Editor page, the CIG Editor page allows the user to update information for each staff member in the office. Once editing has been completed, simply hit the "Save" button.

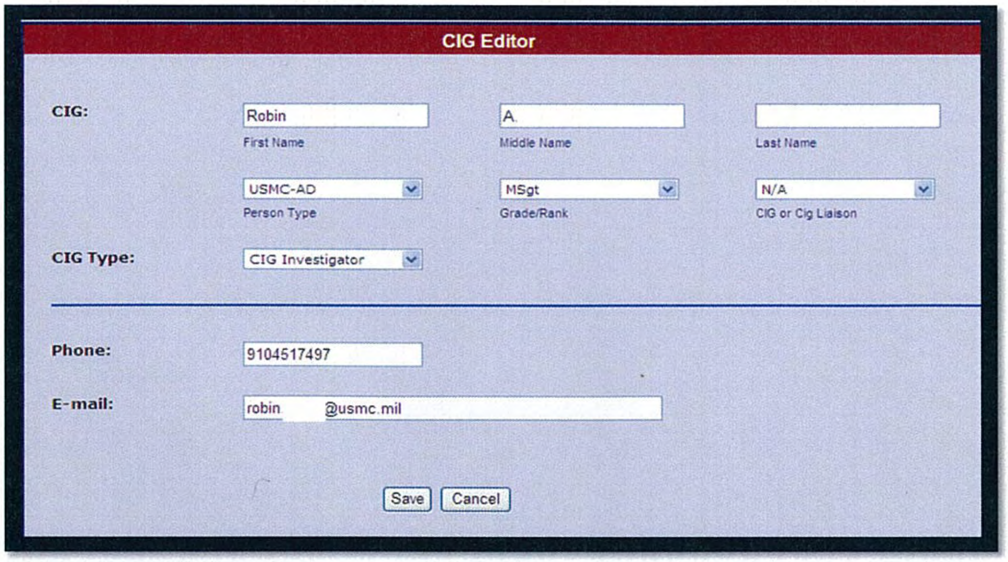


Figure 12- 4 CIG Editor Page

Updating information

CIGs should ensure that information contained in the Rolodex Tab is reviewed on a monthly basis, as well as when staff members are added or deleted.

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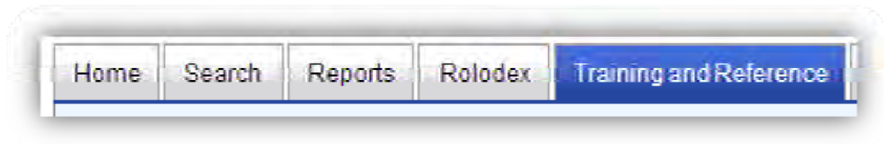
Chapter 13 - Training and Reference Tab



This tab provides links to the CMS User's Manual and training video, as well as the following references that IGMC and CIGs may require in their day to day activities. Users simply select the appropriate link to each document, which will appear as either a webpage or an Adobe Acrobat document. The following is a listing of documents found on this tab:

1. CMS Specific Information
   a. CMS User's Manual
   b. CMS Training Video
2. Marine Corps Inspector General Program Guides
   a. Investigation Guide
   b. Assistance Guide
3. Marine Corps Orders
   a. MCO 5370.8 Marine Corps Hotline Program
   b. MCO 5430.1 Marine Corps Inspector General Program
4. SECNAV Instructions/Manuals
   a. SECNAVINST 5370.5B DON Hotline Program
   b. SECNAV M-5210.1 DON Records Management Program
5. Department of Defense Directives/Orders/Guides
   a. Directive 1401.03 Nonappropriated Fund Instrumentality (NAFI) Employee Whistleblower Protection (23 Apr 08)
   b. DoD Directive 5106.01 Inspector General of the Department of Defense (Change 1, September 25, 2006)
   c. DoD Instruction 5505.2 Criminal Investigations of Fraud Offenses (6 Feb 03)
   d. DoD Directive 5505.06 Investigations of Allegations Against Senior Officials of the Department of Defense (Change 1, 17 Sept 10)
   e. DoD Directive 6490.1 Mental Health Evaluations of Members of the Armed Forces (24 Nov 03)
   f. DoD Instruction 6490.4 Requirements for Mental Health Evaluations of Members of the Armed Forces (28 Aug 97)
   g. DoD Instruction 7050.01 Defense Hotline Program (17 Dec 07)
   h. DoD Directive 7050.06 Military Whistleblower Protection (23 Jul 07)
   i. Inspector General Departmental Guidance (IGDG) 7050.6 Guide to Investigating Reprisal and Improper Referrals for Mental Health Evaluations (6 Feb 96)
   j. DoDIG Instruction 7050.11 Processing Complaints or information under the Intelligence Community Whistleblower Protection Act of 1998 (15 Feb 07)
   k. Inspector General Reform Act of 2008
   l. Inspector General Act of 1978

m. 10 USC Sec. 2409 Contractor employees: protection from reprisal for disclosure of certain information

Appendix A - Error Data

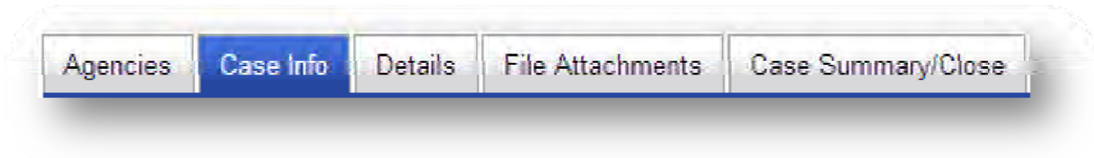
This appendix provides a listing of possible error messages you may receive within CMS. The following tables are organized by Tabs and Sub tabs for easy access.

Users must remember to use the correct certificate (DOD EMAIL CA-XX) when attempting to log in to CMS. Failure to use the correct certificate will result in the user receiving the error of **Error Code: 500 Internal Server Error**.

Agencies Tab

Error Message	Solution
Title is required.	Insert a title for the case.
Directing Agency is required.	Select the Directing Agency.
Directing Primary Action Officer is required.	Select the Directing Agency Primary Action Officer.
Directing Secondary Action Officer is required.	Select the Directing Agency Secondary Officer.
Assigned Agency is required.	Select the Assigned Agency.
Assigned Primary Action Officer is required.	Select the Assigned Agency Primary Action Officer.
Assigned Secondary Primary Action Officer is required.	Select the Assigned Agency Secondary Action Officer.
Action Agency is required.	Select the Action Agency.
Action Primary Action Officer is required.	Select the Action Agency Primary Action Officer.
Action Secondary Primary Action Officer is required.	Select the Action Agency Secondary Action Officer.

Table A- 1 Agencies Tab Error Data.



Case Info Tab

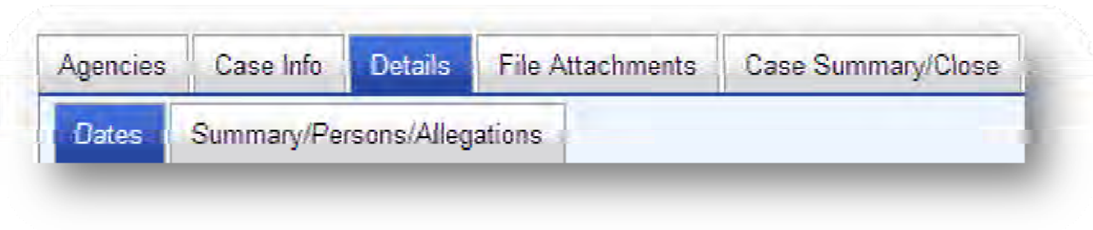
Error Message	Solution
Case Type is required.	Select the proper Case Type.
Status is required.	Select the proper Case Status.
Case Action is required.	Select the proper Case Action.
Source of Complaint is required.	Select the proper Source of Complaint.
Open Date is required.	Select the date the case was opened.
Due Date is required.	Select a due date.
File Location is required.	Select the proper File Location.

Table A- 2 Case Info Tab Error Data

Case Reference Editor Sub Tab

Error Message	Solution
Please enter some data to save a Case Reference, or click 'Cancel' button to return to previous page.	User has not entered any information on this tab. Enter required information.
You must enter a Reference Number (CMS) or Reference Number (External) to create a Case Reference.	Enter a CMS or External Case Number.
Reference Number (CMS) must only contain numbers with no spaces.	Enter a properly formatted case number. Number may be entered as "0001234" or "1234".
Reference Number (External) must only contain numbers and letters.	Enter properly formatted reference number. No special characters allowed.
Reference Number (CMS) must match a Case ID in the system.	Ensure CMS case number you are referencing is an actual CMS case.

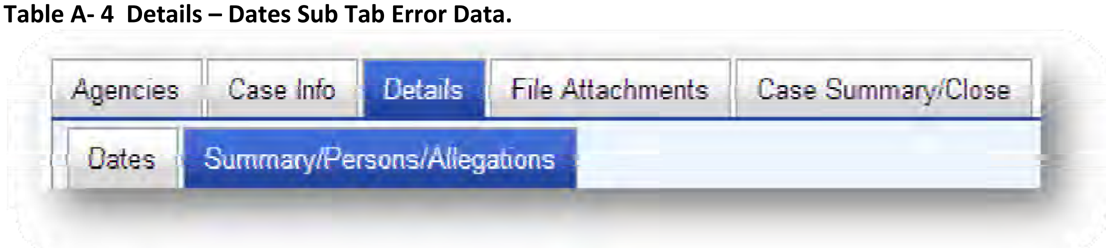
Table A- 3 Case Reference Editor Sub Tab Error Data.



Details – Dates Sub Tab

Error Message	Solution
Initial Complaint is required.	Enter date that initial complaint was received but any government agency.
Complaint Received is required	Enter date that the complaint was received by the user's office.

Table A- 4 Details – Dates Sub Tab Error Data.



Details – Summary/Persons/Allegations Sub Tab

Error Message	Solution
Case Summary is required.	Required prior to entering Add Person/Allegation. Enter Case Summary information.
Complainant is required. Please make sure to add a Subject in 'Case Persons/Allegations' section below.	Required prior to adding Case Notes. Add Complainant prior to adding Subject.
No Case Allegation has been saved for your Subject.	Enter Case Allegation.
No subjects have been saved for this case.	Enter Subjects information.

Table A- 5 Details – Summary/Persons/Allegations Sub Tab Error Data.

Add Persons/Allegation Sub Tab

Error Message	Solution
Role is required if you plan to save a person, otherwise click 'Cancel' to return to previous	Enter Role for person.

Error Message	Solution
page.	
You cannot save a Case Person without either entering a First Name or Last Name (preferably First, Middle and Last Name), or selecting the 'Anonymous' checkbox.	Enter Name or Select Anonymous Box.

Table A- 6 Add Persons/Allegation Sub Tab Error Data.

Add Additional Contact Information Sub Tab

Error Message	Solution
You need to select a 'Contact Type' from drop down to save a Person Contact, otherwise click 'Cancel' button to return to previous page.	Select Contact Type.
Facsimile - You need to input a 'Fax' to save a Person Contact, otherwise click 'Cancel' button to return to previous page.	Enter a Fax Number.
Home Address - Address 1 is required in order to save a Person Contact, otherwise click 'Cancel' button to return to previous page.	Enter Home Address.
Home Address - City is required in order to save a Person Contact, otherwise click 'Cancel' button to return to previous page.	Enter Home City.
Home Address - State is required in order to save a Person Contact, otherwise click 'Cancel' button to return to previous page.	Enter Home State.
Home Address - Zip/Postal Code is required in order to save a Person Contact, otherwise click 'Cancel' button to return to previous page.	Enter Home Zip/Postal Code.
Home Phone - You need to input a 'Phone' to save a Person Contact, otherwise click 'Cancel' button to return to previous page.	Enter a Phone Number.
Home Phone - Phone must be in proper format (ex., 1234567890).	Enter a properly formatted phone number.
Japanese Phone – NEED ERROR MESSAGE	Enter a Phone Number.
Japanese Phone - Japanese Phone must be in proper format (ex., 0118198xxxXXXX).	Enter a properly formatted Phone Number.
Mobile Phone - You need to input a 'Phone' to save a Person Contact, otherwise click 'Cancel' button to return to previous page.	Enter a Phone Number.

Error Message	Solution
Mobile Phone - Phone must be in proper format (ex., 1234567890).	Enter a properly formatted Phone Number.
Primary Email - You need to input an 'E-mail Address' to save a Person Contact, otherwise click 'Cancel' button to return to previous page.	Enter an Email Address.
Primary Email - E-mail must be in proper format (ex., myEmail@email.com, myEmail@a.b.c.info, myEmail@foo.co.us).	Enter a properly formatted Email Address.
Secondary Email - E-mail must be in proper format (ex., myEmail@email.com, myEmail@a.b.c.info, myEmail@foo.co.us).	Enter an Email Address.
Work Address - Address 1 is required in order to save a Person Contact, otherwise click 'Cancel' button to return to previous page.	Enter a properly formatted Email Address.
Work Address - City is required in order to save a Person Contact, otherwise click 'Cancel' button to return to previous page.	Enter Work City.
Work Address - State is required in order to save a Person Contact, otherwise click 'Cancel' button to return to previous page.	Enter Work State.
Work Address - Zip/Postal Code is required in order to save a Person Contact, otherwise click 'Cancel' button to return to previous page.	Enter Work Zip/Postal Code.
Work Phone - You need to input a 'Phone' to save a Person Contact, otherwise click 'Cancel' button to return to previous page.	Enter a Phone Number.
Work Phone - Phone must be in proper format (ex., 1234567890).	Enter a properly formatted Phone Number.

Table A- 7 Add Additional Contact Information Sub Tab Error Data.

Add Allegation Sub Tab

Error Message	Solution
Allegation Type and Allegation are required. Otherwise, click 'Cancel' button to return to previous page.	Enter Allegation Type and Allegation.

Table A- 8 Add Allegation Sub Tab Error Data.

Add Notes Sub Tab

Error Message	Solution
All fields are required to save a Note, otherwise click 'Cancel' button to return to previous page.	Enter Case Note information.

Table A- 9 Add Notes Sub Tab Error Data.

Add Attachments Tab

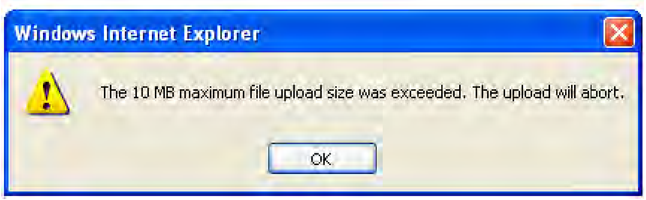
Error Message	Solution
Files uploaded must be a PDF document.	Convert file to PDF format and retry.
	Reduce file size by compressing or splitting document.

Table A- 10 Add Attachments Tab Error Data.

Appendix B - Glossary of Terms

Term	Definition
Action Agency	The agency that is completing the required task associated with closing the case (inquiry, investigation, etc.). This agency has edit privileges for the CMS case file, but cannot close the CMS case.
Action Agency Action Complete Date	The date that all actions required to be completed by the Action Agency is complete (investigations, inquiries, etc.).
Active	Controls the ability to discern between closed and open cases within CMS. This should be the final action (unchecking the "Active" box) to be completed prior to closing a case. Check this box if the case is open. Un-check this box when the case is closed. This box also determines whether a case appears in a user's *Messages and Alerts* section on the Home Tab.
Agencies	This section assigns responsibility for investigation, assistance, and oversight to various CIG offices. Assigning a case to an office or individual in this section will cause a message to appear on the CMS homepage in the *Messages and Alerts* section. When the user has completed the *Agencies* block, click "Save and Continue." CMS will save your case and assign a Case ID number.
All Office Cases	This list of cases appears on the All Office Cases sub-tab under the CMS Home Tab. The user will be able to view all cases assigned to the organization to which he/she is assigned.
Analysis	The Preliminary Analysis (PA) is a process used by an IG to determine how best to proceed. This is step #2 in the Inspector General Action Request (IGAR) Process. See the Assistance & Investigations Manual for more information.
Assessment	An assessment is used to identify systemic issues and policies impacting unit operational readiness and/or mission accomplishment. In conjunction with Headquarters U.S. Marine Corps and other appropriate agencies, analyze the issues and determine the appropriate course of action necessary to remove or mitigate the identified constraints.
Assigned Agency	The agency that is providing oversight to the Action Agency in its requirement to complete the required task associated with closing the case (inquiry, investigation, etc.). This agency has edit privileges for the CMS case file, but cannot close the CMS case.
Assistance	Assistance refers to those requests for help to the Inspector General of the Marine Corps, either directly or through Command Inspectors General, that do not involve reports of wrongdoing. Such requests will not normally require an investigation. On some occasions, preliminary analysis may be required. The process for opening a file in CMS for assistance cases is the same as for investigations.
Cancel Button	This function will close the case, without saving information entered on the current tab. Once this button is selected, you will revert back to the CMS Home Page or to the previous tab if within a Selection Tab (Add Case Reference Tab, Add Allegation Tab, etc).
Case Action	The user will select the appropriate entry from the pull down menu that describes that action he is taking on the case.
Case Allegation	Who did what in violation of what order, rule, regulation or directive and when. Only properly framed allegations will be uploaded in

Term	Definition
	CMS. Input each allegation separately as each allegation will be tied to an individual person(s).
Case Notes	This is an investigator's logbook. All types of correspondence sent/received, interviews conducted, phone calls made, etc. should be entered into this section of CMS.
Case ID	CMS assigns a case number automatically the first time the new case is saved after properly selection agencies and case officers. Case numbers are assigned sequentially as cases are entered into CMS.
Case Summary	Provide a brief summary of the events and significant persons associated with this case in a narrative format.
Closed Date	Closed Date is the date a case is closed by the Directing Agency only. Cases are closed only after every element of the investigation/inquiry/assistance is complete and reviewed by the directing agency case officer.
Closure	This case status should only be entered by the directing agency case officer and indicates to the directing agency that the CMS case file is ready for review in preparation for closure.
Complaint Received Date	The date the directing agency received originally received the complaint.
Directing Agency	The agency opening the case in CMS. This Agency has the requirement to provide oversight of both the Assigned and Action Agency submissions. The Directing Agency is also the only agency that may close a case in CMS.
Directing Authority Approval/Notifications Sent	The date the Directing Agency approved the completed case and notification correspondence was sent to the required individuals/agencies.
Due Date	It is IGMC policy that *Due Date* is 30 days after the case is tasked to a Command Inspector General or an IGMC investigator. Case Officers may request an extension of this date, but must provide a valid reason to the Directing Agency for the extension.
File Attachments	This function allows the user to upload external files to the case file. Investigation required attachments: Original complaint; acknowledgment letter; notification letter; tasking or information letter from the directing authority; appointment letter; ROI with endorsements and legal review; closing letter; documentation regarding corrective action. Assistance required attachments: Original request for assistance; acknowledgment letter; information or referral letter from the directing authority; closing letter. Staff Action required attachments: Tasking or source of the project; final product; endorsements. Request Mast required attachments: Same as Assistance documents in addition to the Original NAVMC 11296.
File Location	The location of the hard copy file is physically located.
Follow Up	Do not close a case until all of the issues have been thoroughly addressed and the complainant's problem is solved or until you are

Term	Definition
	satisfied the complainant has received fair and just treatment. This includes follow-up on any needed corrective action. This is step #6 in the IGAR Process. See the Assistance & Investigations Manual for more information.
Initial Complaint Date	The date the complainant first made his complaint to any Federal Government entity (for example, Army IG, DoDIG, etc.).
Inquiry	A less formal fact-finding process followed by IGMC/Command Inspectors General to gather information needed to respond to a requester seeking assistance, or to resolve allegations of misconduct or issues when investigative techniques are appropriate but circumstances do not merit the conduct of an "IG investigation."
Investigation	IG Investigations are fact finding missions that normally address allegations of wrongdoing by an individual and are authorized by written directive. Conduct of IG investigations involves systematic collection and examination of testimony and documents, and may incorporate physical evidence. The results are reported in a Report of Investigation (ROI) or a Hotline Completion Report (HCR). A detailed fact-finding examination into allegations, issues, or adverse conditions to provide the directing authority a sound basis for decision or action.
Investigation/Inquiry Commence Date	The date the investigation or inquiry was initiated by the Action Agency Case Officer or Investigating Officer.
Investigation/Inquiry Completion Date	The date the investigation or inquiry was completed by the Action Agency Case Officer or Investigating Officer.
Legal review	The completed investigation must be examined by counsel for legal sufficiency.
MCATS	Marine Corps Action Tracking System
Monitoring	IGMC and Command Inspectors General have not tasked a given investigation or staff action, but have an interest in the results of one that has been undertaken by an external agency (e.g., NCIS) or lower command.
My Cases	A listing of all the cases for which the user is assigned as either the primary or secondary action officer. These cases will no longer appear in this view only after the case has been closed.
Persons	Use this section to list those persons with a significant connection to the case such as complainants, subjects, and witnesses. Users should always attempt to list full names whenever possible.
Primary Case Officer	The primary case officer is the person assigned for completion of the required tasks associated with case closure. This officer should always keep the secondary case officer informed of the status of the case.
Reference Case (CMS)	The number of a CMS case file containing related or relevant information. This ID number should be listed in the Reference Number (CMS) text block in CMS.
Reference Case (External)	The ID number of a non-CMS case file containing related or relevant information. These include NAVINSGEN and DoDIG case numbers, as well as CID, NCIS, and other service IG case numbers.
Request Mast	This will be used by the Command Inspectors General who process request masts in the course of their duties. It is important to treat these entries as any others; all information should be filled in.

Term	Definition
Save and Continue Button	This button will save the data, and if there are no errors, forward you to the next tab (or return you to the previous page if you are on a Selection Tab (Add Case Reference Tab, Add Allegation Tab, etc). If errors do exist, you must fix them prior to moving to the next tab.
Save Button	This button will save the data currently entered, and keep you on the same tab. If there are errors in the data entry, you will be notified in the upper left hand portion of the current tab.
Secondary Case Officer	The secondary case officer is the person assigned as a backup for the primary case officer, in the event the primary case officer is not available. This officer should always stay informed of status of cases where he/she is tasked as the secondary officer.
Senior Official	O-7 selected officers through O-10 and members of the civilian Senior Executive Service (SES) or equivalent. These cases are handled by the DoDIG, NAVINSGEN, and IGMC only.
Sent to Directing Agency Date	The date the Assigned Agency returned a completed case to the Directing Agency.
Sent to Legal Review Date	The date the ROI/HCR was sent to the JA, SJA, or counsel for review to insure legal sufficiency.
Source of Complaint	How the Complainant contacted the IGMC or Command Inspector General. This is step #1 in the IGAR process.
Tasked/Referred Date	The date the case was tasked or referred to a CIG or other agency.
Title	In CMS, the case title should consist of the last name of the Subject if it is an investigation, or the last name of the Complainant if it is an assist. Also include a very brief description of the case. Investigation example: Jones/Mismanagement of MCCS funds Assist example: Carter/Correction to service record

Table B- 1 Glossary of Terms.

Appendix C - CMS Access Modification/Request Format

Email request to:
orgmb.igmc.hotline@usmc.mil

PERSON REQUIRING ACCESS OR SUSPENSION OF ACCESS:

Last Name, First Name, MI:____

E-mail:_________________________ **Phone (w):**____________________________

Position Title:____

Command Inspector General office (Unit/Base/Station):

____

Reason for requesting access/suspension of access:

____

COMMAND INSPECTOR GENERAL APPROVAL:

____________________________________ ________________________________

Signature **Print Name**

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Appendix D - Case Document Naming Protocol

In order to standardize CMS case documents, CIGs are instructed to use the following naming protocols when saving their documents in CMS.

Document	Naming Convention	Example
Investigations (all documents)	Case # Subject Last Name Type Document	**0004545 Jones OC**
Assistance Cases (all documents	Case # Complainant Last Name Type Document	**0004545 Richards OC**
Assistance Cases – Anonymous (all documents)	Case # Unit Name Type Case	**0004545 3d Marines OC**
Original Complaint (Investigation)	Case # Subject Last Name OC	**0004545 Jones OC**
Original Complaint (Assistance)	Case # Complainant Last Name OC	**0004545 Richards OC**
Original Complaint (Assistance – Anonymous)	Case # Unit Name OC	**0004545 3d Marines OC**
Addition Complaints by same Complainant	Case # Last Name OC1 (or OC2, etc.)	**0004545 Jones OC1**
Acknowledgement Letter	Case # Last Name ACK	**0004545 Jones ACK**
Acknowledgement/End Letter	Case # Last Name ACK_END	**0004545 Jones ACK_END**
Information Letter (IL)	Case # Last Name IL	**0004545 Jones IL**
Special Interest Letter (SPLINT)	Case # Last Name SPLINT	**0004545 Jones SPLINT**
Investigation Tasking Letter (TL/INV)	Case # Last Name TL/INV	**0004545 Jones TL/INV**
Referral Letter	Case # Last Name RL	**0004545 Jones RL**
Notification Letter	Case # Last Name NL	**0004545 Jones NL**
Response from Command completing action with no PI, ROI, HCR, or MFR). (CMD_RES)	Case # Last Name CMD_RES	**0004545 Jones CMD_RES**
Preliminary Inquiry Report (PI)	Case # Last Name PI	**0004545 Jones PI**
Memorandum for the Record (MFR)	Case # Last Name MFR	**0004545 Jones MFR**
Hotline Completion Report (HCR)	Case # Last Name HCR	**0004545 Jones HCR**
Report of Investigation (ROI)	Case # Last Name ROI	**0004545 Jones ROI**

Document	Naming Convention	Example
Senior Official Investigation (SOI)	Case # Last Name SOI	**0004545 Jones SOI**
Senior Official Preliminary Investigation (SOPI)	Case # Last Name SOPI	**0004545 Jones SOPI**
Closure Letter to Complainant (END_OC)	Case # Last Name END_OC	**0004545 Jones END_OC**
Closure Letter to Command completing the action (END_CMD)	Case # Last Name END_CMD	**0004545 Jones END_CMD**
Closure Letter to DoDIG (END_DoD)	Case # Last Name END_DOD	**0004545 Jones END_DOD**
Substantive Emails (EM)	Case # Last Name EM	**0004545 Jones EM**
Document Rework Letter	Case # Last Name Rework	**0004545 Jones Rework**
MWR 180 Day Letter (IGMC)	Case # Last Name 180 Day Ltr	**0004545 Jones 180 Day Ltr**
All other documents	Case # Last Name [Free Text]	**0004545 Jones CMC Brief**

Table D- 1 Case Document Naming Protocol.

Appendix E - CMS Change Request Format

Email request to:
orgmb.igmc.hotline@usmc.mil

PERSON SUBMITTING PROPOSED CHANGE:

Last Name, First Name, MI:____

E-mail:________________________ **Phone (w):**___________________________

Position Title:____

Command Inspector General office (Unit/Base/Station):

____

PROPOSED CHANGE:

____

____

____

____

____

COMMAND INSPECTOR GENERAL APPROVAL:

___________________________________ _______________________________

Signature **Print Name**

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