ILIMS TIPS

- **You must use Internet Explorer 9 and Adobe Acrobat Reader to use ILIMS Pre-log.**
- You must have pop-up blocker turned off.
- There are two databases for officer names. One is for prelog users and the other is for investigating officers. We can add officers to either one, but we need to know which one. We also need to know POST ID, name, and email address for anyone that needs to be added.
- You cannot add officers and should not just type officers into the fields. Please use the "?" to add them.
- When searching for an investigating officer (using the "?"), leave the agency field blank and search with the "Show latest records only" box checked and unchecked.
- You must complete a submission and a service request for your items to show on the receipt
- You will not be able to view case status unless the case was prelogged
- If the lab has to add additional items, names, or analysis at the lab—that will not be visible on prelog. However, you will still see all laboratory reports in the completed cases
- If an agency marks a case as confidential, it will not be viewable to the prosecutor's office
- Suspected methamphetamine fits in the "CS General" item type
- The system does time out, but there is no warning message. The system freezes after about 30 minutes of inactivity and you will have to start at the point you got locked out.
- You can add or modify service requests any time after you have filled out the case information, but before submission to the lab. The prelog submission is locked/frozen when submitted.
- Once the submission is accepted by the lab, any additional evidence items must go on an additional submission and have a unique service request.
- Names (suspect, subject, victim) must be entered. **Don't forget the names tab.** It is acceptable to list "Unknown" or "Confidential" if it applies. Names populate on reports exactly as provided in prelog.
- If the agency case number is entered incorrectly, start over and enter the correct information in a new entry and then email the lab and ask for the incorrect case number case to be deleted. Case numbers cannot be corrected in pre-log once they are entered.
- The analytical data is now available on the completed reports view. Usually this information will not be necessary to download for most people, but it is available.
- Agencies must check their prelog submissions. If names or other information is provided incorrectly, it will show incorrectly on the case report. We will not edit reports when information was provided to us incorrectly.

FREQUENTLY ASKED QUESTIONS

1. **<u>My items are not printing on my receipt, what should I do?</u>**
   Check that you are using Internet Explorer 9 with pop-up blocker off and Adobe Acrobat Reader. Make sure you have completed a service request, answered all the questions, and hit "complete" to submit to the lab.
2. **<u>Can the names tab be required—I keep missing it</u>**
   It is required, but you have to click on the tab to activate it being required. It is easy to miss. Remember to hit this tab and include the names. We will all get used to this new system eventually. If names are not added on prelog, they will not show on prelog (even if the lab adds them to their system later).
3. **<u>Some service requests and names are not showing in prelog, why not?</u>**
   Anything the lab enters is not visible on the prelog side. You have to include it in prelog for it to show in prelog. For example, if you forget to prelog a name and then call the lab later, the lab will add the name in the ILIMS system, but it will not show on prelog. If the lab discovers that an item needs Toxicology analysis after performing blood alcohol, the lab will load the additional request for analysis, but the status will not be available on prelog. You will have to call the lab to find the status of any service request not loaded into prelog.
4. **<u>I entered my agency case number incorrectly, what do I do?</u>**
   Start over with the correct case number and notify the lab by email to delete the incorrect case number. Agency case numbers cannot be adjusted in the database.
5. **<u>I entered the item or name information incorrectly, what should I do?</u>**
   Hit the "edit submission" button and make the necessary changes.
6. **<u>I got kicked out before I could finish the service request, how do I get back in?</u>**
   Click on the "service request" button, highlight the draft or service request line, click on open. Use the "go back" and "continue" buttons to ensure that all the fields are properly filled in. Sometimes the program will put you into the service request at the "select services" view. If this happens you need to use the "go back" button to ensure that the requestor name is filled in.
7. **<u>How do I add a service request on an existing submission?</u>**
   You can add a service request using the "add" button on the service request menu. Once the submission has been received by the lab, it is locked/frozen. You will need to call the lab to add additional service requests. The caveat is you will not be able to track the status of any service request not loaded into prelog.
8. **<u>My case needs biology screening and DNA analysis, what do I request?</u>**
   Check "Biology (BIO)" and let the lab know your case details at check-in. They will adjust your request at the lab if DNA is necessary for the case. If the case just needs DNA analysis, again let them know that at intake so they can adjust the request.
9. **<u>The system just freezes on me—why?</u>**
   The system has a known bug we are working out right now regarding timing out with no user notification. We are working on an error message when the system has been inactive for a

certain period of time. For now, make sure you are logging off at regular intervals and closing your browser window if it freezes up.

10. **<u>I cannot see the whole list on the "packaging type" or "item type"</u>**
    There is a scroll bar on the list and one on the window. Use both to view the bottom of the list. Better yet, use the type ahead to search for a key word. All the disciplines are the first two letters ("cs" for controlled substances, "bio" for biology/DNA). Just start typing in the window and the options available will shrink to a manageable list.
11. **<u>I cannot find Methamphetamine analysis in the "item type" list</u>**
    The analysts provided us with the item types. They would like methamphetamine in the CS General (pwdr,cryst,tar,tabl,paraph) classification. This category is used for powders, crystals, tar, tablets, and paraphernalia.
12. **<u>I need my blood or urine case tested for drugs, what is the service request?</u>**
    Toxicology. Toxicology (TOX) is testing for drugs and metabolites in body fluids and Controlled Substances (CS) is for any drug before it is absorbed, inhaled, ingested, injected, or otherwise taken into the bloodstream.
13. **<u>How do I add a user to prelog?</u>**
    Specify if you are trying to add someone that will use the system or someone you want to list as an investigator for a case. Have you agency representative send an email to matthew.gamette@isp.idaho.gov with the name, POST ID (or equivalent), email address, and phone number (along with a request to "add prelog user" or "add investigator").
14. **<u>I cannot find the officers name using the "?" feature</u>**
    Leave the agency name blank and try searching by an abbreviation of the name (such as just the last name or "tina" for Christina. Doing it this way will pick up "Kris<u>tina</u>" and "Chris<u>tina</u>." Also check for proper names verses nicknames. If the name is not in the database, email the information to the lab to be added.
15. **<u>There are a ton of investigators in there that have left our agency</u>**
    We pulled the list from POST a year ago and there are many outdated records. Please send any updates to matthew.gamette@isp.idaho.gov We will inactivate them immediately, but they don't have access to the system unless they are a prelog user in the prelog database with a login.
16. **<u>How do we know who our prelog users are?</u>**
    We can send you a list. We recommend you update us regularly because if someone leaves your agency, they still have access to your reports and data.
17. **<u>I forgot to log an item when I created submission #1-what do I do?</u>**
    Log it as submission #2 and include the prelog forms for submission #1 and #2 with all the evidence. You will have to complete a service request for the evidence on submission #2, but the lab will marry these up when they get to the lab.
18. **<u>Are all my controlled substance and toxicology cases now being quantitated?</u>**
    We have started to put all the analyst's notes and instrumental printouts on prelog. The analytical data printouts for a case are not quantitative results in most cases. We only quantitate methamphetamine in Federal drug cases (with the AUSA written letter). If you see a graph printout, it does not mean that we performed quantitation on your case.