Crown Court Digital Case System (DCS)

Next Steps Guide

Contents

1. User Requirements

CJSM Secure Email

To access the DCS you will need to have a live CJSM account and will either need to sign-up to CJSM Secure eMail or re-set the password to "liven-up" the account if you have not used it for 90 days+, either:-

- To sign-up to CJSM, go to www.cjsm.net and click on the "Apply Now" button
- If your CJSM password has expired, then ask your local CJSM Administrator to reset the account password

Professional Court User WiFi (PCU Wifi)

To access the DCS in the pilot sites you will be able to do so using the Professional Court User WIFI (PCU WiFi). PCU WiFi will be available in Southwark and Leeds Crown Courts, using your CJSM email account, email pcu.wifi@bt.cjsm.net with the following information:-

- Your name
- An internet accessible e-mail address, which will become your username for the service see note
- A phone/mobile number in case we need to contact you

Note - We recommend this is your normal business e-mail address, and ideally, one which you have access to from the courtroom (via Smartphone or Blackberry for example) in case you forget your PCU Wi-Fi password. This address should not be your CJSM email address.

"Group" e-mail addresses (e.g. ***admin@xxx.cjsm.net*** or ***enquiries@xxx.cjsm.net***) which other people may have access to, are also unacceptable for password security reasons.

You will receive an acknowledgement of your request by e-mail to the internet accessible e-mail address you supplied; and when your account setup is complete, a second e-mail message with a system generated password and

a link to set-up you own personal password (please see section 6 for full details).

[The PCU WiFi User Guide](#) will assist in the registration for the WiFi service, a summary of the process for defence providers and defence advocates is contained in Section 6 - Access method 1 - Wi-Fi access via registration for a password.

2. DCS Service support

Users will be able to log issues / incidents / queries with the service desk during business hours. The issues will be recorded and managed by the Crown Court Digital Case System (CCDCS) Helpdesk and will be resolved with support from the project team and CCDCS specialists.

Details:-

Business Hours – 07:00 to 19:00 (Monday to Friday and excluding public / bank holidays)

Telephone No. – 01236 687 753

eMail – CCDCSSupport@caselines.co.uk

3. DCS Registration of the Training Environment

DCS works on all common internet browsers including Microsoft Internet Explorer (IE), Firefox, Google Chrome and Safari. Please note however that if you have a very early version of Internet Explorer (IE) it may not work correctly, so please update to the latest version of the internet browser available.

To register on the training environment (referred to as the staging site), go to

https://ccdcsstaging.caselines.co.uk

From the landing page click '***Register***':-
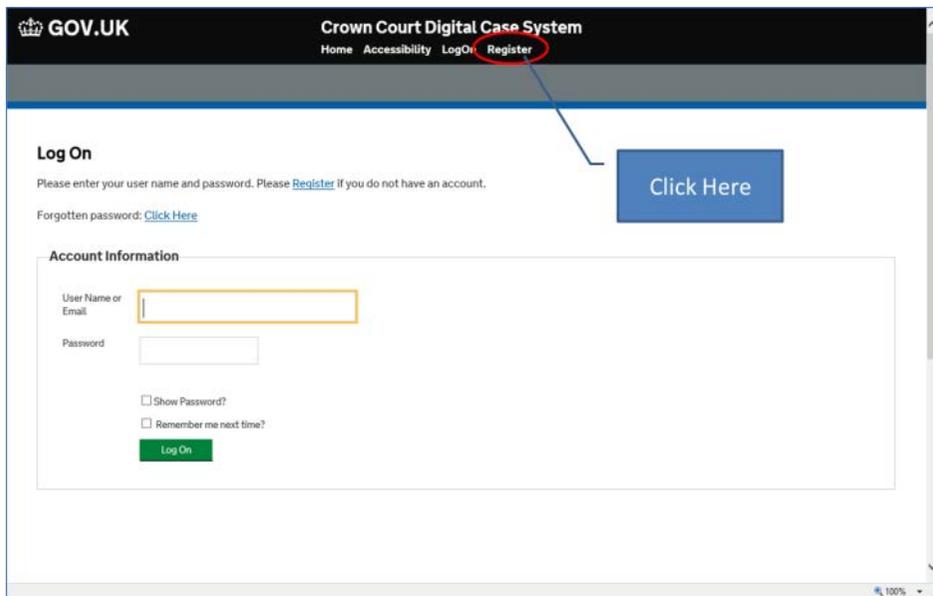
You then need to fill-in your '***Create New Crown Court DCS Account'***
Information, including your Title, First Name, Last Name and Username. For
your Username you can choose anything you like, but it must be at least 5
characters long.

If that username has already been taken by someone else, warning text
appears saying that it's already been registered. The system then prompts
you with a link to the 'Forgotten Password' page, which you could follow if
you had previously already registered, and request for your password to be
sent to your registered email address.

You then need to enter a valid primary email address. A valid primary email
address must be a secure CJSM address.

Email addresses such as Hotmail, Gmail or Yahoo will not be accepted as
primary email addresses as they are open to the public; this is largely for

security reasons; as everyone with the appropriate secure email addresses have these addresses linked to their identity, so they meet security requirements and are accountable for the actions they perform in DCS.

"Group" e-mail addresses (e.g. ***admin@xxx.cjsm.net*** or ***enquiries@xxx.cjsm.net***) which other people may have access, are also unacceptable for password security idenity reasons.

If you are a Defence firm with only a single registered CJSM account, but have a number of users who need to access to DCS, you must set-up individual CJSM accounts. Please note that additional emails do not follow restrictions, so non-secure ***.co.uk*** or ***.com*** etc. are acceptable.

A green tick indicates that the email address is acceptable.

Now create a password which is at least 7 characters and contains an uppercase letter, a lower case letter and a number. For example: '***LondonBridge82***'.

Then re-confirm your password.

Finally, read the Data Protection details and the Terms and Conditions of Use. Then tick the box if you agree to be bound by the Terms and Conditions

Once you have filled in all the details correctly, the '***Register***' button becomes active. Click on it to register yourself onto DCS.

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4. Verify Registration

When you go through this process and register an account, you will not be able to access the system until your email address has been verified.

For pilot purposes all users registering with a CJSM account will need to email the helpdesk CCDCSSupport@caselines.co.uk from their normal business account (not their CJSM account) to verify their email address.

Your account will be verified within 4 hours (or less) you will receive an e-mail in return to your business account to confirm you now have access to the DCS training environment system.

5. Login

To access DCS training environment straight from a browser, simply go to https://ccdcsstaging.caselines.co.uk DCS landing page, click '*LogOn*' located in the menu bar at the top of the webpage.

You are then required to type in your email address (NOTE – This is your Primary eMail (CJSM) address) or username and your password for DCS.
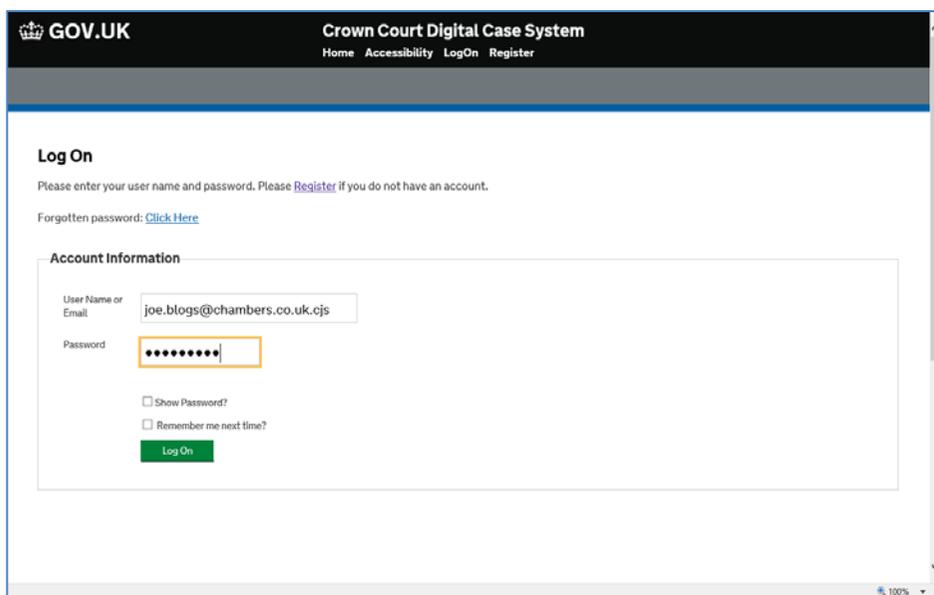
Tick the box marked 'Remember me next time?' if you want your browser to remember your login details.

If you've forgotten your password, click on the 'Forgotten password: *Click here*' link. You will then be required to submit your user name or email address; an email will then be sent to you providing your username and password. When you next log on it is recommended that you change your password.

To change your password click '*Account Details'*.

Then click '*Change Password'*. From this page you can also change your name on DCS by clicking '*Change Details'*.

6. Access the Case List

Once into the DCS training environment, click on the View Case List tab:-
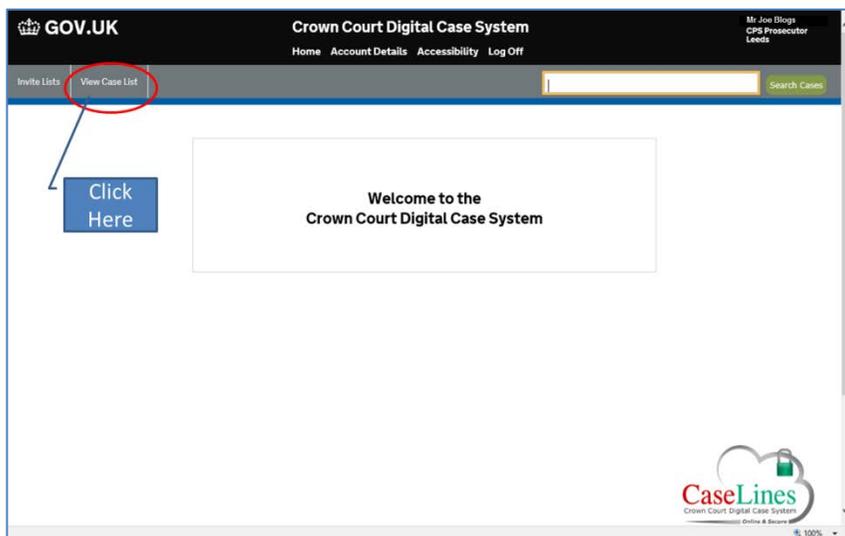
7. Search for test case

Select under '*Location*' (select either *Leeds* or *Southwark*) and then in the '*Text*' field enter the search word '*LIT*' and click on '*Apply Filter'* to show the test cases available for the Pilot Areas:-
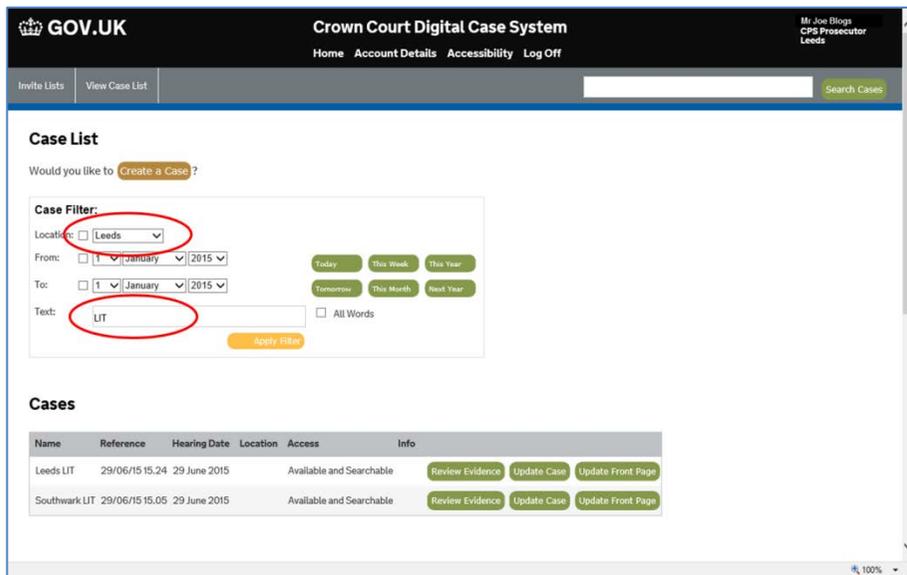
8. Navigation of Case

Once you find the case you're looking for, you have two main options:

'**Review Evidence'** button takes you straight into the bundle to view the evidence for the case.

'**Update Case**' allows you to upload documents and manage the people who have access to the case, as well as many other options.

Navigate using the Index

Click on the **Review Evidence** button and then on the left-hand side of the screen you will see the Index showing all the different sections and documents within the evidence bundle.

You can navigate up and down the Index using the scroll bar and can expand or hide documents within a section simply by clicking on the section header.

You can also shrink or expand the whole Index by going to the '***Case***' tab and clicking '***Shrink Index'*** and '***Expand Index'***.

To hide or show the Index, un-tick or tick the 'Show Index' box.

The central area of the screen is the viewing pane and allows you to view the content of the documents within the bundle. You can scroll up and down a document using the scroll bar on the right-hand side of the pane. To view another document within the bundle simply navigate to the document in the Index and click on it to view.

To view the previous page that you were viewing, click on the '***Find***' tab and then '***Previous Page'***.

To view the next document or the previous document in the bundle index, go to the '***Page***' tab and click the corresponding button

Go to Page

If you wish to navigate directly to a specific page number use the '***Go to Page***' button housed in both the '***Page***' tab and the '***Find***' tab.

Click on the '***Go to Page***' button and then type in the number of the page you wish to go to.

Search within a Case

Searching within a Digital Case File for key words is simple, powerful and quick to do. When documents are uploaded into DCS all the text within the documents are identified and captured so that they can be searched on.

You can also search on typed text within scanned documents too, as the system uses optical character recognition (OCR) to identify the text. Please note though that it is not possible for text within hand written scanned documents.

To perform a search within a Digital Case File, click on the '***Search***' button at

the top.

There are a series of tick boxes to help you refine and expand your search.

'**Require All Words**' will search on all of the words, including the order they appear. This is the equivalent of adding speech marks around a group of words when searching for an exact phrase.

The tick box '**Include References to Similar Words**' is very useful if you wish to search for text within scanned documents, as sometimes if the quality of the scanned document is not very good, the optical character recognition may read the text inaccurately.

So if you broaden your search to include references to similar words it would find similar looking words, for example, if I searched for the word 'case', it would also return results for the word '*caze*' if the optical character recognition had misread the word on a scanned document.

'**Open Documents in a New Tab**' means that when you click on a search result it will open in a new tab.

 '**Search Index Titles**' means your search will also extend to the index titles and document titles within the sections.

'**Search across linked cases**' will perform the search within all linked cases, and will separate the results by each case.

Create a Comment

Another key feature of DCS is the ability to make notes in the bundle by adding comments.

This can be useful to highlight key arguments or evidence, to assist in summations, to help with cross examining or to provide quick links to documents.

However you use them, either when preparing a case or making comments live in court, they are flexible, easy to add and they can really help keep track of a case and navigate to key pages more efficiently.

To create a comment, you can choose from four options; the outline of a rectangular, a solid rectangle, highlight text and a freehand drawing.

You can also choose the colour of your comment. Again, this can be really useful for separating types of arguments, or defendants, or if the evidence is for or against your case, and so on... It's a nice and instantly recognisable way to differentiate between different types of comments. But ultimately, how you use the different colours is up to you.

Lastly, you need to decide the privacy level of your comment. There are two options available in the pilot; a '*Private Comment*' or a '*Widely Shared Comment*' (we are not using '*Tightly Shared*').

A '*Private Comment'* can only be seen by yourself, and cannot be accessed or seen by anyone else within the case.

A '*Widely Shared Comment*', is the opposite and can be seen by everyone who has access to the case.

To create a comment, chose you're privacy setting, choose a colour, select the shape of the comment, then click and drag over the area you wish to comment on.

The '*Edit Comment*' box appears.

From here you can type in the text of your comment and change the privacy settings if required.

Once you're happy with your comment, click '*Save*'.

The note then appears in the Comments column on the right-hand side of the

webpage.

Note that if I create a comment using the '**_Highlight Text_**' option, the comment will include the text highlighted, within the comment.

Uploading Documents

Bulk Load Documents' allows users to manually add documents and evidence straight into the Digital Case File, straight into this specific section.

This is particularly useful as it saves the hassle and cost of having to physically send these documents to all, it also speeds up the process and allows other parties to view the documents quickly and easily.

You are presented with a bulk loader which allows you to add single or multiple documents into this section. To do this click the 'Add Files' button and locate the relevant files on your computer or device.

You can upload many different file types, from PDFs, Word documents, Excel files, pictures to PowerPoint presentations.

Once you've selected the files you wish to add click '**_Start Upload_**'.

The files start uploading into the section and you can see the status of the upload. The speed of this will depend on you're the speed of your internet connection and there are no set limits on the sizes of the files which can be uploaded. While the files are being uploaded you can cancel them by clicking on the 'Cancel' buttons.

9. How to register to the DCS live pilot site system

To access DCS and gain access to the cases that you will be involved in during the live-pilot, you will need to register an account on the **live site** in the same way as outlined a in the "**_How to Register to the DCS Training Site_**" section.

As also mentioned earlier, if you have already registered on the DCS training

(staging environment) you will have to register again to access the DCS live pilot site system.

To register on the Live site go to:-

https://crowncourtdcs.caselines.co.uk

After registration on the live site you will then need to wait to be asked to join a case by the CPS or Instructing Solicitor before you see a case in the case list. It is expected that live cases will start to be placed on the system from the 6th July.

10.   Further Training

As part of the pilot the Programme will be testing weekly Cisco WebEx live internet based training sessions. Details of these will be emailed out to all registered pilot DCS users and the wider defence/advocate community across the pilot areas.

11.   Troubleshooting

Helpdesk Support

If you have any problems accessing the DCS please contact the support team by phone or email.

Telephone No. – 01236 687 753 07:00 to 19:00 (Monday to Friday and excluding public / bank holidays or via eMail – CCDCSSupport@caselines.co.uk

Frequently Asked Questions

Which Browser should I use to Access the DCS?

In order for DCS to perform effectively a recent browser will be required.

If you are using Internet Explorer (IE) as your default browser then please note

that you need to be operating IE 10 or later for DCS to work correctly, as an alternative DCS will also operate with recent versions of Mozilla Firefox, Chrome and Safari. For CPS users IE11 is available as standard. For HMCTS users the current browser version is IE7 therefore users should copy and paste the URL into Mozilla Firefox.

If Firefox is not enabled or shown in your advertised programs please contact the Atos helpdesk.

If you need to check what browser version you are using then in your homepage click on the double arrow >> icon , select Help and then "About Internet Explorer" and details of browser versioning will be shown.

I have forgotten my DCS Password what should I do?

If you've forgotten your password, click on the 'Forgotten password' link on the DCS landing page. Users will then be required to submit your user name or email address; and an email will then be sent to you providing your username and password. When you next log on it is recommended that you change your password.

Can Court Users Provide me with Access to the Professional Wi-Fi Service?

No. The service is not administered by anyone in the courthouse. It is a service managed by BT. As such it is essential that if you need to register for a password to access the service, then you do so in advance of attending the courthouse.

I operate at different courthouses. Do I have to apply for all the sites I work from?

No. Once you are registered, you can use the service in any criminal courthouse building in England or Wales where PCU Wi-Fi has been installed.

Why do I have to register for Wi-Fi access using my personal CJSM e-mail account?

PCU Wi-Fi is not available to the public, only to criminal court professionals.

We therefore need to establish your entitlement to use the Wi-Fi. CJSM is an effective and efficient means of doing this as you will have provided your professional credentials when you applied for your CJSM e-mail account.

How do I apply for a CJSM e-mail account if I don't have one?

Visit https://www.cjsm.net and click the *Apply Now* button.

Additional information on the registration of CJSM accounts can be found in the following URL

http://cjsm.justice.gov.uk/why/common_questions.html

Will the CJSM registration process change for National Rollout?

Yes, for the pilot only, the automatic registration process for CJSM will not be in place and a workaround will be employed. The Project is currently implementing an amended design which will allow for a verification email to be returned directly back to the user at the point of registration. This improvement will result in the user simply being able to click on the verification response email and the account will be authorised via an automatic link.

When I connect to PCU Wi-Fi from my Blackberry or Android device, I receive a certificate error relating to a domain name mismatch. Is it safe to proceed?

Yes, it is safe to proceed.

For information purposes only, the reason this occurs is our service requires the use of a browser which supports a feature known as Server Name Indication (SNI). Older Blackberry devices running Blackberry OS 7 and below;

Android devices running v2.x (e.g. Gingerbread) and below; and some other obsolete browsers (e.g. Internet Explorer 6/7 running on Windows XP); do not support SNI and will give a certificate error which you can safely ignore on our site.

Blackberry OS 10, and Android Honeycomb (v3.x) and above, support SNI and do not give the error.

Will all courts have Wi-Fi available to use?

Yes. As part of the Criminal Justice Efficiency Programme, work is underway with HMTCS Regional Implementation Leads and multi-agency Local Implementation Teams to ensure successful delivery of digital courtroom technology across England and Wales by July 2016. Delivering Wi-Fi is a component part of this wider change programme. These implementation teams will ensure local areas are informed, prepared and equipped with the necessary information ahead of, and throughout the implementation of new technology.

When will Wi-Fi be available in my local Courthouse?

Two on-line maps, one for magistrates' courts and the other for the Crown Court , providing details of Wi-Fi roll-out to courtrooms across England and Wales are now available.

Crown Court PCU WiFi Map - https://www.google.com/maps/d/edit?mid=zzkWlkRMFXjs.kNxJEerkJtJE

Magistrates' Court PCU WiFi Map - https://www.google.com/maps/d/edit?mid=zzkWlkRMFXjs.kZbbRZMbnIV0

Whom should I contact if I am experiencing difficulties with the professional Wi-Fi?

The PCU Wi-Fi service is managed by the service providers, British Telecoms and all queries related to the PCU Wi-Fi Service should be directed to their service desk:

• By telephone: 0845 600 690