Operation guide: How to manage the Hold Request

1. Preparing for Hold Request setup

a. Go to Maintanence and select Email Notification



b. set up SMTP server and sender information.

Ð		Email Notification Setup	
Mail server: [em	p windstream.	Ct.	
Send From	mings@co	banlech.com	
Fill in only if 9	MTP authe	ntication is required	
	Login:	cobanresearch@windstream.net	
	Password:	*******	

c.

d. In the User Setup window, setup alert information for the Coban users who requested the hold.



e. In the Hold Request Email window, setup contacts with email information for other users who requested the hold.

Name:	Email:
Organization:	Phone:
Active	
Add Save	Exit

Fill in the Name, Email Address, Organization and phone # and save

Name:	Email:
Organization:	Phone:
Active	

2. Placing Hold Request on the videos

a. In the Video Search Result window, right click on the video, select the Video Hold Request.

Search Result:	Disk Tape/ N.A. DVD
5/25/12 12:45:22 (10s)	
`, <u>`</u> `	Add Video Log
	Audio Export
	⊻iew Video Logs
	Play <u>M</u> ultiple Videos
	Partial Export Video
	🔍 🗸 Video Hold Request
	Populate Data
	Add to Active <u>C</u> ase
	Play Front and Back Videos 💦
	Edit Partner ID

•	Video Hold Request	000
Hold Until:	12/16/2018 + Month + Year	
Notes:		
Requested By		
☑ Officer		
Partner		
📃 Extra		
Extra Email:		
	Note: Additional email separated by comma.	
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	1	
	Save	Exit

- b. Check contacts who requested to hold the video in the Requested By panel.
- c. Specify extra emails separated by comma when needed.
- d. Specify the expiration date, notes and click the Save.
- e. Populate hold request will be prompted to you after you click the Save
 - i. Prompt for populating to other videos with same case ID.
 - ii. Prompt for adding the associated case IDs to the Active Case Management.

3. Releasing the hold on the video.

- a. Uncheck the contacts who no longer wants to hold,
- b. When all contacts on the Hold Request window are uncheck, the hold is released.
- 4. Emails due to be sent: emails will be sent to the hold requested users when videos are about to expire:
 - a. 1st email will be sent a day before expiration.
 - b. The subsequent emails will be sent 30 days after the last sent date.
 - c. All emails are sent to on hold users
 - **d.** On and after the 3rd email, also an email will be sent to administrators (From Address in the Email Notification window).
- 5. Hold Request for DPM
 - a. Go to Add-On on the menu bar and select DPM

b. Enter the case



c. Select the videos, jpg or files for hold request

File Name	Creator	Time Created	Note	Original Name
1111@20110304120600 mpg	1111	3/4/2011 1137:08 PM		111102011030412050
1111@20110926171324.mpg	1111	9/28/2011 4:28:00 PM		1111@2011092817132 .
2 11111000111107104760.mpg				311302031130728674
2222_1(1) JRG				2222_1.3PG
📥 2222_1.0PG		7/19/2011 3137:50 PM		2222_1.JPG
2222_10464@20111103054554.mpg		2/17/2012 12:45:41 PM		2222_10464@2011110.
2222_10464@20111107172251.mpg		2/17/2012 12:45:42 PM		2222_10464@2011110
2222_10464@20111108110524.mpg				2222_10464@2011110
2222_10464@20111108115350.mpg				2222_10464@2011110 .
2222 11118/2012022015/0542 mon		3/5/2012 4:51:45 PM		2222 1111 #20120220

d. Once the videos, jpg or files is selected select hold request

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Ca	se ID: 🛛	2222			
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	Deb	ai	H	dd Rec	nest
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