

# Accurint® Case Connect Get Started



## Customer Education

V4.10.08.2014

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## **Overview: Accurint® Case Connect**

LexisNexis® Accurint® Case Connect is an add-on tool that leverages innovative data technology that is fully integrated into the existing Accurint® solution that will enable Law Enforcement and Government agencies to easily manage, share and compare investigative case notes and information, both internally and with external agencies. There is no change in Investigators' or Officers' workflow and they do not have to log into a separate system to log searches, tactical events or case queries.

## **Overview: Accurint® Case Deconfliction**

The primary tool in Accurint® Case Connect is Case Deconfliction, which is a new feature that will automatically generate alerts when two or more users have searched on the same record, either internal to My Account/Department (intra-agency) or internal to My Parent Company/Agency (inter-agency), as well as with other external Government and/or Law Enforcement users in Accurint® that are across agencies, jurisdictions or geographical locations based on the Company and User Level Permission that are assigned by the Account Administrator.

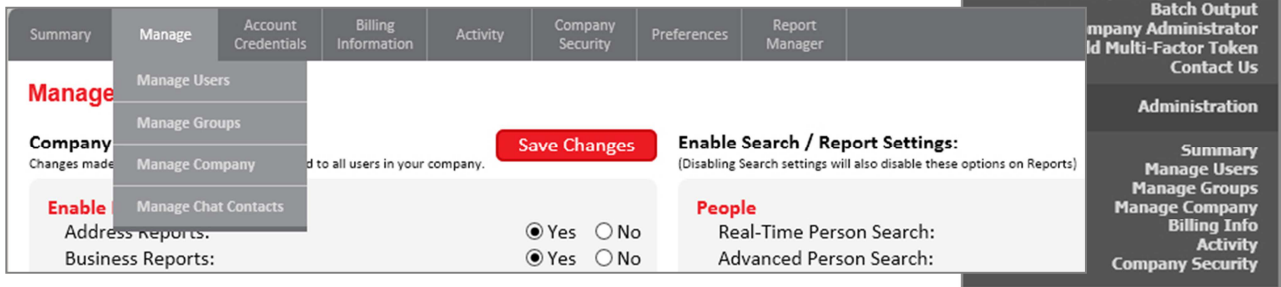
This is a particularly useful tool when two shifts, or two officers/agents or investigators are working on cases that lead them to the same suspect pool, but neither is aware of the other's inquiries. This tool may help to improve case investigations and case efficiencies by cross referencing two agents' or investigators' searches who both agree to opt-in and enroll their searches for Case Deconfliction Alert notifications so that they may decide (if they so choose) to share their contact information to the other party to connect and share case notes or collaborate on their investigations.

## Set-up Case Deconfliction for Company and Users (*Administrators Only*)

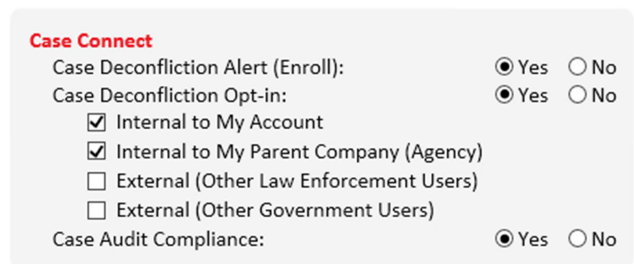
In this section the Administrator learns to set up the **Case Deconfliction** feature, which is a tool found within Accurint® Case Connect, for both the Company and the User.

### Set up the Company for Case Deconfliction

1. From the Administration section in the Account dropdown menu, click the **Manage Company** link. (My Account opens to the Manage Company tab after verifying your password.)



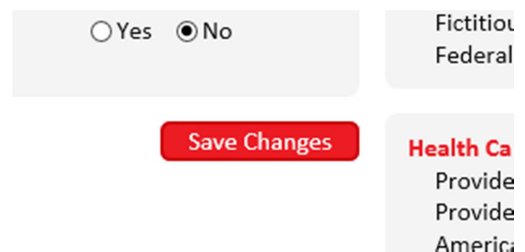
2. In the Manage Company screen under Case Connect select the radio button next to:
  - a. **Yes** for Case Deconfliction Alert to turn ON the Alert feature for the Account.
  - b. **Yes** for Case Deconfliction Opt-in to turn ON the Opt-in feature for the Account.



3. Select the Permission Level (i.e. Internal to My Account, etc.) for Case Deconfliction matching for the Account.

**Note:** Options not selected for the Account will appear grayed out for users.

4. Click the **Save Changes** button.  
**Note:** A warning prompt appears, indicating changes made apply to the entire Account.



## Acknowledge Disclaimer Message

1. When enabling Case Deconfliction on the Account (either Enrollment or Opt-in feature), the Account Administrator must acknowledge the legal disclaimer agreement.
2. Click the **Accept** button to proceed or click Cancel to cancel the operation.

### Legal Disclaimer for Changing Case Deconfliction Configuration

By enabling Case Deconfliction, you are choosing to allow certain information that your Users have submitted to be shared with other parties. Case Deconfliction will auto-notify 2 or more Users that have searched on the same record, either inter-agency or intra-agency, including other external Government and/or Law Enforcement Users, as allowed by you, the Administrator, to agree to connect to discuss case similarities.

This tool can improve case investigations and workflow efficiencies by the cross referencing of searches so that Users may decide to share case notes or collaborate on investigations. This will apply to all Users on your account. By proceeding, you agree to such use and disclosure.

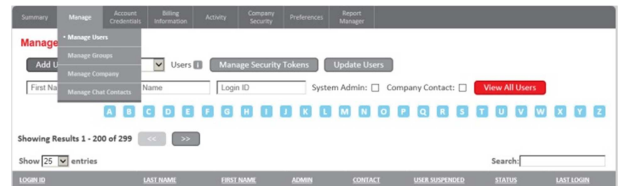
**Accept** **Cancel**

## Set up Users for Case Deconfliction

1. From the **Manage Users** link in My Account Administration, select or enter the User ID for which you want to enable Case Deconfliction Alert (Enrolls and/or Opt-in).
2. From the **Manage Users** screen under Case Connect, select the radio button next to:
  - a. **Yes** for Case Deconfliction Alert (Enroll) to turn ON feature for the Account.
  - b. **Yes** for Case Deconfliction Opt-in to turn ON Opt-in feature for the Account.
3. Select the Permission Level (i.e. Internal to My Account, etc.) for Case Deconfliction matching for the User ID.

**Note:** Options not selected appear grayed out to the User in search opt-in and enrollment pages.

4. Click the **Update User** button to save your changes.
5. Repeat steps 1-4 to enable Case Deconfliction Alert capabilities for additional users.



### Case Connect

Case Deconfliction Alert (Enroll):  Yes  No  
 Case Deconfliction Opt-in:  Yes  No  
 Internal to My Account  
 Internal to My Parent Company (Agency)  
 External (Other Law Enforcement Users)  
 External (Other Government Users)  
 Case Auditor:  Yes  No  
 User Audit Exempt:  Yes  No



## Enroll a Case Deconfliction Alert

In this section, the User learns to enroll the subject of their investigation for Case Deconfliction Alert Notifications.

### Run Search in the Accurint® Service

Perform an Advanced Person Search.

**Note:** If **Case Deconfliction Opt-in** is enabled by the Account Administrator, that feature appears on the search forms.

### Select the Result Record

On the results list page, select the **Setup Case Deconfliction Alert** link under the Alerts section of the Further Research panel for the subject's record.

### First Enrollment Disclaimer

If this is your first time performing the Setup Case Deconfliction Alert/Enrollment process, acknowledge the First Enrollment Disclaimer prompt in order to proceed.

**First Enrollment Disclaimer**

By enabling Case Deconfliction, you are choosing to allow certain information that you have submitted to be shared with other parties. Case Deconfliction will auto-notify 2 or more Users that have searched on the same record, either inter-agency or intra-agency, including other external Government and/or Law Enforcement Users, as allowed by your Administrator, to agree to connect to discuss case similarities.

This tool can improve case investigations and workflow efficiencies by the cross referencing of searches so that you may decide to share case notes or collaborate on investigations. This will apply to all searches on your account. By proceeding, you agree to such use and disclosure.



## Complete the Case Deconfliction Alert/Set-up Enrollment

1. The **Name of Alert** field defaults to the subject's name. Change this field as needed to meet your needs.
2. Enter or update the **Reference** field, as needed.
3. Select **Permission Level** (options which appear grayed out are not allowed by your Account Administrator).
4. Select delivery notification **Send Email Alert**. If this option is not checked, you will only receive online notification.
5. Update **Email Address(es)** if it is incorrect.
6. Add comments in the **Add a Note** field.
7. Subject Line defaults to **Name of Alert**. Change this field as needed to meet your needs.
8. Click **Run Deconfliction History**. This is optional, but if you choose to run a case deconfliction history now, you will receive immediate notification of other users who previously opted in their search with the same permissions.
9. Click **Save** to continue or click **Cancel** to cancel this operation.

### Save As Case Deconfliction Alert (Enrollment)

Real-Time Notification of Another User Searching On This Record

#### MARK MARSUPIAL

Notify me if someone searches:

Internal to my Account
  Internal to my Parent Company
  External (Other Law Enforcement)
  External (Other Government)

Name of Alert:  (Will be listed under this name in the Alerts Manager)

Reference:

---

Email Notification:  Send Email Alert

My Email:

Also Notify:  (For multiple email addresses, separate with commas)

Notes:

Subject Line:  (Defaults to the Alert Name)

**Note:** If you do not select a **Permission Level**, you will be prompted with the message, "You must make a selection under notify me if someone searches," to Save and continue.

## Save Case Deconfliction Alert

1. Click **Case Deconfliction Manager** to view the Alert or click **Close** to leave the Alert setup screen and return to results.
2. If a Case Deconfliction Alert already exists for the subject's LexisNexis LexID<sup>SM</sup>, the **Duplicate Enrollment** pop-up message displays.

**Case Deconfliction Alert/Setup Enrollment**

Thank you for setting up a Case Deconfliction Alert. You will be notified of any users, who opt-in their search with the same permissions that match the subject's information.

Name of Alert: MARK MARSUPIAL Alert  
 Reference: TRAINING  
 Delivery: \* Email To: jdoe@email.com  
 Subject Line: MARK MARSUPIAL Alert

## Opt-in a Case Deconfliction Search

In this section the User learns to opt-in a search for Case Deconfliction Alert Notifications.

### Run Search in the Accurint® Service

1. Perform one of the following searches:

- Advanced Person Search
- People at Work
- Virtual Identity
- E-mail Search
- Real-Time Phones
- Real-Time Person
- Motor Vehicle
- Real-Time Motor Vehicle
- National Motor Vehicle Accident
- Property
- Drivers License
- Criminal Records
- BLJ
- Foreclosures
- Provider
- Provider Sanction Search
- Comprehensive Healthcare Provider Report

**Advanced Person Search**

MARSUPIAL MARK Middle Name

Include similar-sounding names ⓘ  Strict Search ⓘ  Include name variations ⓘ

DOB ⓘ 351762213 LexID ⓘ

401 N LAZY LAKE RD ANN ARBOR MI ⓘ

48104 Radius (miles)

Show Additional Subject Information Fields ⓘ

**Case Deconfliction Opt-In**  Enable for this Search  Disable for this Search ⓘ

Internal to my Account ⓘ  External (Other Law Enforcement)

Internal to my Parent Company  External (Other Government)

2. Select the radio button next to the **Case Deconfliction Opt-in** to either enable or disable it for this search.
3. Select the **Permission Level**. Options that appear to be grayed out are either not allowed by your Account Administrator, or reflect your default settings in User Preferences.
4. If you do not select a **Permission Level** when you opt-in a search, you are prompted with the message, **“You must make a selection under Case Deconfliction Opt-in if enabled.”** You must make a selection in order to proceed with the search.

**Note:** Search Input *must* contain a Full SSN, LexisNexis® LexID<sup>SM</sup>, Phone Number, Driver’s License Number, Vehicle Identification Number (VIN), Plate/Tag, Parcel Number (APN), Department of Corrections Number or Email Address to generate an Alert against an Enrollment.

### Acknowledge Opt-in Disclaimer

1. If this is the first ever search **Opt-in**, acknowledge the **First Opt-in Disclaimer** prompt to proceed.

**First Opt-In Disclaimer**

By enabling Case Deconfliction, you are choosing to allow certain information that you have submitted to be shared with other parties. Case Deconfliction will auto-notify 2 or more Users that have searched on the same record, either inter-agency or intra-agency, including other external Government and/or Law Enforcement Users, as allowed by your Administrator, to agree to connect to discuss case similarities.

This tool can improve case investigations and workflow efficiencies by the cross referencing of searches so that you may decide to share case notes or collaborate on investigations. This will apply to all searches on your account. By proceeding, you agree to such use and disclosure.

Accept Decline



## Secondary Search

1. Select the **SSN, LexisNexis® LexID<sup>SM</sup>, Phone Number, DL#, VIN#, Plate/TAG, APN#, DOC#** or **Email Address** link from the results page to display the Search Selection window.

Results 1 to 2 of 2  
Last Name: MARSUPIAL; First Name: MARK; SSN: 351-76-xxxx; Street: 401 N LAZY LAKE RD; City: ANN ARBOR; State: MI; Zip: 48104;

ALL	NAME	SSN	ADDRESS	FURTHER RESEARCH
1.	<a href="#">MARK MARSUPIAL</a> DOB: 4/xx/1975 Age: 39 *View Sources (-2)	SSN: 351-76-xxxx LexID: 99999901012	401 N LAZY LAKE RD ANN ARBOR, MI 48104 Oct 1999 - Aug 2014 Map	<ul style="list-style-type: none"> <li>Advanced Person</li> <li>Business</li> <li>Driver Licenses</li> <li>Foreclosures</li> <li>Voter Registration</li> <li>DEA Controlled Substances</li> <li>Liens and Judgments</li> <li>Sexual Offenders</li> <li>UCC</li> <li>Virtual Identity</li> <li>Bankruptcies, Liens and Judgments</li> <li>People At Work</li> <li>Motor Vehicles</li> <li>Hunting &amp; Fishing License</li> <li>Concealed Weapon</li> <li>Federal Firearms</li> <li>Criminal Records</li> <li>Death Records</li> <li>Professional Licenses</li> <li>Real-Time Phones</li> <li>Workplace Locator</li> </ul>

The following are potential household members of the subject searched:

2.	<a href="#">MARTIN MARSUPIAL</a> DOB: 7/xx/1975 Age: 39 *View Sources (-2)	SSN: 263-12-xxxx LexID: 99999901012	401 N LAZY LAKE RD ANN ARBOR, MI 48104 Oct 1999 - Aug 2014 Map
----	---	--	---

2. Select an additional search from the Searches Section of the Further Research panel window to run a secondary search on this subject. If the initial search has the Opt-in enabled, the secondary search is also opted for Case Deconfliction matching.

Results 1 to 2 of 2  
Last Name: MARSUPIAL; First Name: MARK; SSN: 351-76-xxxx; Street: 401 N LAZY LAKE RD; City: ANN ARBOR; State: MI; Zip: 48104;

ALL	NAME	SSN	ADDRESS	FURTHER RESEARCH
1.	<a href="#">MARK MARSUPIAL</a> DOB: 4/xx/1975 Age: 39 *View Sources (-2)	SSN: 351-76-xxxx LexID: 99999901012	401 N LAZY LAKE RD ANN ARBOR, MI 48104 Oct 1999 - Aug 2014 Map	<ul style="list-style-type: none"> <li>No Images Available</li> <li>NAME: MARK MARSUPIAL</li> <li>Advanced Person</li> <li>Business</li> <li>Driver Licenses</li> <li>Foreclosures</li> <li>Voter Registration</li> <li>DEA Controlled Substances</li> <li>Liens and Judgments</li> <li>Sexual Offenders</li> <li>UCC</li> <li>People At Work</li> <li>Motor Vehicles</li> <li>Hunting &amp; Fishing License</li> <li>Concealed Weapon</li> <li>Federal Firearms</li> <li>Criminal Records</li> <li>Death Records</li> <li>Professional Licenses</li> </ul>

The following are potential household members of the subject searched:

2.	<a href="#">MARTIN MARSUPIAL</a> DOB: 7/xx/1975 Age: 39 *View Sources (-2)	SSN: 263-12-xxxx LexID: 99999901012	401 N LAZY LAKE RD ANN ARBOR, MI 48104 Oct 1999 - Aug 2014 Map
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3. You can choose to order a **Comprehensive Report** or another report listed in the Reports section of the Further Research panel. The report is opted-in for Case Deconfliction Alert Notification (derived LexisNexis LexID match).

Results 1 to 2 of 2  
Last Name: MARSUPIAL; First Name: MARK; SSN: 351-76-xxxx; Street: 401 N LAZY LAKE RD; City: ANN ARBOR; State: MI; Zip: 48104;

ALL	NAME	SSN	ADDRESS	FURTHER RESEARCH
1.	<a href="#">MARK MARSUPIAL</a> DOB: 4/xx/1975 Age: 39 *View Sources (-2)	SSN: 351-76-xxxx LexID: 99999901012	401 N LAZY LAKE RD ANN ARBOR, MI 48104 Oct 1999 - Aug 2014 Map	<ul style="list-style-type: none"> <li>Reports for this Record</li> <li>Comprehensive Report</li> <li>Custom Comprehensive Report</li> <li>Finder Report</li> <li>Virtual Identity Report</li> <li>Summary Report</li> <li>Neighbors</li> <li>Relatives, Neighbors &amp; Associates</li> <li>Relativ Visual Link Analysis</li> <li>Asset Report</li> <li>Address Report</li> <li>Relatives</li> <li>Associates</li> <li>Bankruptcy Report</li> <li>Court Search</li> </ul>

The following are potential household members of the subject searched:

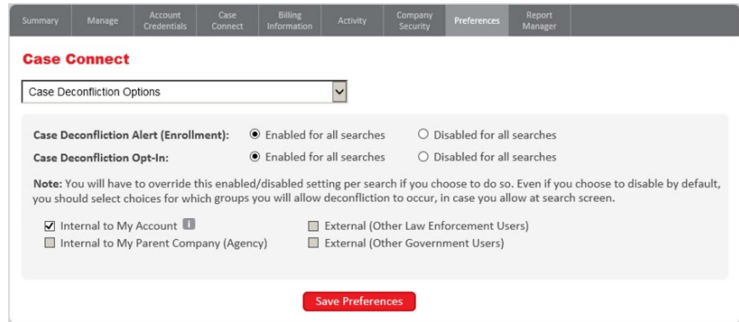
2.	<a href="#">MARTIN MARSUPIAL</a> DOB: 7/xx/1975 Age: 39 *View Sources (-2)	SSN: 263-12-xxxx LexID: 99999901012	401 N LAZY LAKE RD ANN ARBOR, MI 48104 Oct 1999 - Aug 2014 Map
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## Update Preferences for Case Deconfliction

In this section the User learns to customize the Case Deconfliction Alert feature.

### Set up Case Deconfliction User Preferences (by the User)

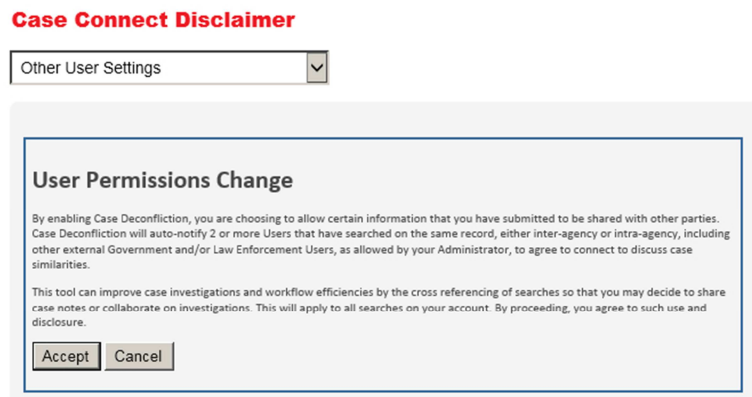
1. Go to **Preferences** under **My Account**.
2. Use the drop down menu arrow to select **Other User Settings** and select **Case Deconfliction Options**.
3. Select the radio button next to Enabled for All Searches for both **Case Deconfliction Alert (Enrollment)** and **Case Deconfliction Opt-in** to turn ON the feature, or select the radio button next to Disabled for All Searches to turn it OFF.
4. Check OFF or ON the **Permission Levels**. Options that appear to be grayed out are not allowed by your Account Administrator.



The screenshot shows the 'Case Connect' preferences page. At the top, there is a navigation bar with tabs: Summary, Manage, Account Credentials, Case Connect, Billing Information, Activity, Company Security, Preferences, and Report Manager. The 'Case Connect' tab is active. Below the navigation bar, there is a dropdown menu labeled 'Case Deconfliction Options'. The main content area contains two sections: 'Case Deconfliction Alert (Enrollment):' and 'Case Deconfliction Opt-In:'. Each section has two radio buttons: 'Enabled for all searches' (selected) and 'Disabled for all searches'. Below these sections is a note: 'Note: You will have to override this enabled/disabled setting per search if you choose to do so. Even if you choose to disable by default, you should select choices for which groups you will allow deconfliction to occur, in case you allow at search screen.' There are four checkboxes for permission levels: 'Internal to My Account' (checked), 'Internal to My Parent Company (Agency)', 'External (Other Law Enforcement Users)', and 'External (Other Government Users)'. A red 'Save Preferences' button is at the bottom right.

### Save Preferences

1. Click the **Save Preferences** button. The User Permissions Change prompt displays.
2. Click **Accept**. A confirmation message will appear letting you know, "Your Preferences Have Been Saved."



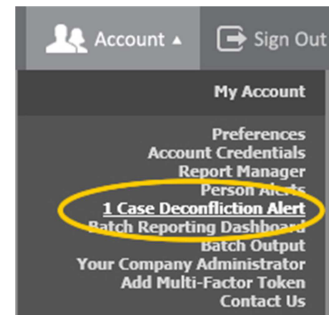
The screenshot shows a 'Case Connect Disclaimer' dialog box. At the top, there is a dropdown menu labeled 'Other User Settings'. The main content area is titled 'User Permissions Change' and contains the following text: 'By enabling Case Deconfliction, you are choosing to allow certain information that you have submitted to be shared with other parties. Case Deconfliction will auto-notify 2 or more Users that have searched on the same record, either inter-agency or intra-agency, including other external Government and/or Law Enforcement Users, as allowed by your Administrator, to agree to connect to discuss case similarities. This tool can improve case investigations and workflow efficiencies by the cross referencing of searches so that you may decide to share case notes or collaborate on investigations. This will apply to all searches on your account. By proceeding, you agree to such use and disclosure.' At the bottom, there are two buttons: 'Accept' and 'Cancel'.

## Managing Case Deconfliction Alerts: View, Delete or Edit Alert Record

In this section the User learns to view the alert, connect with the other party and edit or delete an alert, if necessary.

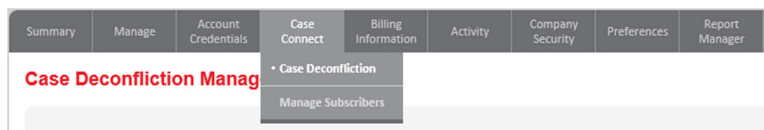
### Access Case Deconfliction Alerts

1. Upon receiving case deconfliction email notification, sign into the Accurint® service and click the **Case Deconfliction Alert** link in the **My Account** category under the Account drop-down menu to go directly to the Case Deconfliction Management.



2. You may also navigate to **Case Deconfliction Management** by selecting the Case Connect link from the **My Account** category. If you are also enabled for Case Audit, click the Case Audit link.

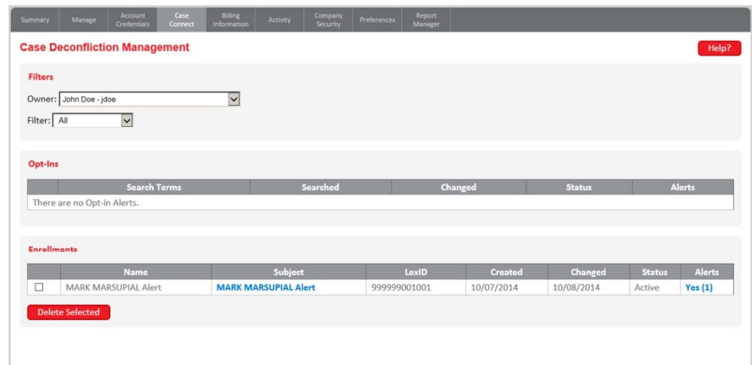
You may also navigate to **Manage Case Deconfliction Subscribers** by selecting the **Manage Subscribers** link to view the list of users with which you have made a connection.



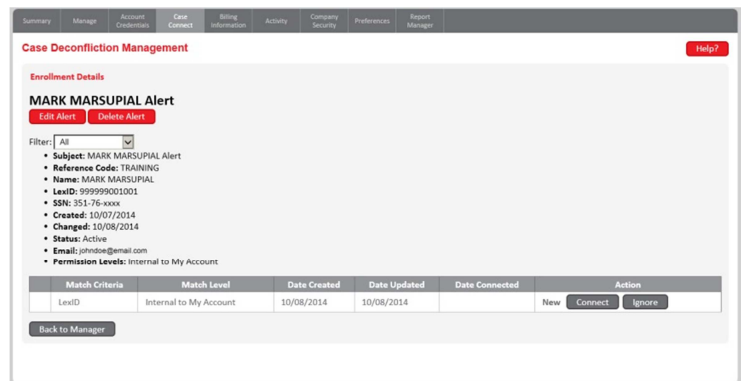
## View Case Deconfliction Alerts

1. Select the latest **Alert Notifications** by the **Changed** field. Click a column heading to sort the list of alerts.

The Case Deconfliction Management screen includes both **Enrollments** and **Opt-in Alerts**.



2. Click a hyperlink in the **Alerts** or **Subject** column to view the details of that Alert.
3. Click **Edit Deconfliction** to modify an active Enrollment.
4. Click **Delete Alert** to delete an active Alert from the Enrollment Details screen, or select an Alert(s) from the **Case Deconfliction Management** page and click **Delete Selected**.



## View Case Deconfliction Alert Notifications

1. Once the Alert is selected, the **Case Deconfliction Details** reveals the alert's details, including the **Match Criteria** (the criteria on which you and another party searched). Criteria can be matched on full SSN, LexisNexis LexID, Phone Number, DL#, VIN#, Plate/Tag, APN#, DOC# or Email Address. In the case of multiple item matches, all matched criteria display in the column.
2. Company **Match Level** also displays if Alerts match on:
  - a. Internal to My Account
  - b. Internal to My Parent Company (Agency)
  - c. External (Other Government)
  - d. External (Other Law Enforcement)

## Agree to Connect

After reviewing the details, click the **Connect** button to share your contact information with the other party.

Match Criteria	Match Level	Date Created	Date Updated	Date Connected	Action
LexID	Internal to My Account	10/08/2014	10/08/2014		New <b>Connect</b> <b>Ignore</b>

### Agree to Connect Legal Disclaimer

1. After clicking **Connect**, the Legal Disclaimer for Case Deconfliction prompt appears.
2. Click **Accept**. You return to the first Case Deconfliction Details screen.

**Legal Disclaimer for Case Deconfliction** ✕

By selecting "Connect Me" you are consenting to allow information that you have provided to be shared with another user of this product, as well as consenting to having your contact information provided. That user may be a person within your Agency, another agency, including other external Government and/or Law Enforcement Users.

Case Deconfliction will auto-notify 2 or more Users that have searched on the same record, either inter-agency or intra-agency, including other external Government and/or Law Enforcement Users, as allowed by your Administrator, to agree to connect to discuss case similarities. This tool can improve case investigations and workflow efficiencies by the cross referencing of searches so that you may decide to share case notes or collaborate on investigations. By proceeding, you agree to such use and disclosure.

**Accept** **Cancel**

## Wait for Other Party to Agree to the Request to Connect

From the **Case Deconfliction Details** screen, the Alert now displays the message, "Waiting for the other party to respond."

Action
Waiting for other party to respond. <b>Connect</b> <b>Ignore</b>

## View Other Party Contact Information

1. Once both Users agree to the **Connect** legal disclaimer prompt, the **Case Deconfliction Details** screen displays the **View Other Party** button and the **Date Connected** field is populated.
2. Clicking the **View Other Party** button reveals the other party's contact information.

Date Connected	Action
10/08/2014	<b>View Other Party</b> <b>Ignore</b>

**Other Party Information**

- **Name:** Mary Doe
- **Email:** mdoe@email.com
- **Phone:** (555) 123-4567
- **Company:** ACME LLC

**Block Other Party** **Back to Manager**

### Ignore Alert

Click **Ignore** if you do not want to connect with this User. The other User will see the following message: “The other party did not agree to connect on the Alert in order to display their contact information.”

**Note:** If you agreed to **Connect** but the Other Party chose to ignore the alert request, the above message will also display.

Date Connected	Action
10/08/2014	The other party did not agree to connect on the Alert in order to display their contact information. <b>Ignore</b>

### Delete Case Deconfliction Alerts

1. From the **Case Deconfliction Management** screen, check the desired alert record and click the **Delete Selected** button. The record disappears from the **Case Deconfliction Management** screen.
2. From the **Case Deconfliction Enrollment or Opt-in Detail** screen, click the **Delete Alert** button to remove the Alert detail page.

	Name	Subject
<input checked="" type="checkbox"/>	MARK MARSUPIAL Alert	MARK MARSUPIAL Alert

**Delete Selected**

#### Case Deconfliction Management

**Enrollment Details**

### MARK MARSUPIAL Alert

**Edit Alert** **Delete Alert**

Filter: All

- **Subject:** MARK MARSUPIAL Alert
- **Reference Code:** TRAINING
- **Name:** MARK MARSUPIAL
- **LexID:** 999999001001

### Opt-Out Case Deconfliction Alert

1. From the Case Deconfliction Opt-in Detail screen, click the Opt-Out Alert button to no longer connect to a user’s alert when they Run Deconfliction History.
2. If you choose the Opt-Out Alert button, the alert detail is deleted from Case Deconfliction Management and you can no longer make connections unless you run the same search at a later time and opt-in the search.

#### Case Deconfliction Management

**Opt-In Details**

**Opt-Out Alert** **Delete Alert**

Filter: All

## Edit Case Deconfliction Alerts

1. In the **Case Deconfliction Management** screen, select the Enrollment Alert Type you would like to edit.
2. From the **Enrollment Detail** screen, click the **Edit Alert** button to edit the active alert.
3. **Edit Deconfliction Type – Enrollment**
  - a. Name of Alert
  - b. Reference
  - c. Permission Levels (if grayed out option not allowed by your Administrator)
  - d. Email Delivery indicator
  - e. My Email or update Also Notify to add other Email Addresses.
  - f. Add a Note
  - g. Update Subject Line
4. Click the **Refresh Alert** button to update the latest information on the alert subject.
5. Click the **Run Deconfliction History** button to receive immediate notification of other users who previously opted-in their search.
6. Once completed, click the **Save Alert** button.

Enrollments		
	Name	Subject
<input checked="" type="checkbox"/>	MARK MARSUPIAL Alert	<a href="#">MARK MARSUPIAL Alert</a>

[Delete Selected](#)

### Case Deconfliction Management

**Enrollment Details**

**MARK MARSUPIAL Alert**

[Edit Alert](#) [Delete Alert](#)

Filter:

- Subject:** MARK MARSUPIAL Alert
- Reference Code:** TRAINING
- Name:** MARK MARSUPIAL
- LexID:** 999999001001

**Edit Enrollment**

Notify me if someone searches:

Internal to my Account     Internal to my Parent Company     External (Other Law Enforcement)     External (Other Government)

Name of Alert:  (Will be listed under this name in the Alerts Manager)

Reference:

---

Email Notification:  Send Email Alert

My Email:

Also Notify:  (For multiple email addresses, separate with commas)

Notes:

Subject Line:  (Defaults to the Alert Name)

[Refresh Alert](#)    [Run Deconfliction History](#)    [Save Alert](#)    [Back to Manager](#)



### ***Block or Unblock the Other Party***

The **Block Other Party** button prevents you from making connections with the user you have agreed to connect with.

If you choose to block the other party, you will no longer connect until you unblock the other party.

**Note:** Any alerts that would have occurred during this time will not be returned to you.

From the Opt-in Detail or Enrollment Detail pages, select the **Block Other Party** or **Unblock Other Party** buttons to reestablish the connection.

#### **Other Party Information**

- **Name:** Mary Doe
- **Email:** mdoe@email.com
- **Phone:** (555) 123-4567
- **Company:** ACME LLC

Block Other Party

Back to Manager

#### **Other Party Information**

- **Name:** Mary Doe
- **Email:** mdoe@email.com
- **Phone:** (555) 123-4567
- **Company:** ACME LLC

Back to Manager

Unblock Other Party

## Manage Case Deconfliction Subscribers

The **Manage Case Deconfliction Subscribers** page displays the contact information of all users that have agreed to connect with you.

Other Party Name	Email Address	Phone	Company Name	Date Connected	Date Changed	Status
Mary Doe	mdoe@email.com	(555) 123-4567	ACME LLC	10/8/2014		Unblocked

1. Select the **Manage Subscribers** link from the Case Connect tab. You can also block or unblock a user from this page if you have not already done so from the **View Other Party** page.
2. To Block Other Party or Unblock Other Party click the link in the **Status** column. You will receive a prompt confirming the step.
3. Click OK. The user Status changes from Unblocked to Blocked or vice versa.

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