# Contents

*About This Book* ................................................................. v  
*What's New in SAS Enterprise Case Management 2.3* ...................... vii  

**Chapter 1 • Introduction** .................................................. 1  
What Is Enterprise Case Management? ........................................ 1  
Accessibility Features of SAS Enterprise Case Management 2.3 ............ 1  
Documentation on the Web .................................................. 2  

**Chapter 2 • Working with Cases** ........................................ 3  
Creating New Cases .......................................................... 3  
Searching Cases .................................................................... 5  
Viewing Cases ..................................................................... 7  
Editing Cases ..................................................................... 9  
Case Reports .................................................................... 14  

**Chapter 3 • Working with Incidents** ....................................... 17  
Creating New Incidents ......................................................... 17  
Finding Items Related to Unassigned Incidents .............................. 18  
Editing Incidents ................................................................ 20  

**Chapter 4 • Working with Subjects** ....................................... 23  
New Subjects ...................................................................... 23  
Editing Subjects ................................................................ 25  
Case Network Analysis .......................................................... 27  

**Chapter 5 • Attachments and Comments** .................................. 31  
Adding Attachments ................................................................ 31  
Adding, Editing, and Printing Comments ........................................ 32  

**Index** ............................................................................... 33
About This Book

Audience

This book is intended for case investigators, auditors, and those responsible for financial reporting and fraud prevention.

About the Displays in This Book

Because SAS Enterprise Case Management is a highly configurable case management system, the displays shown in this book differ from those in the application at your site. For example, selection lists (drop-down lists, radio buttons, and check boxes) within the application are configured through user-defined reference tables. Therefore, the displays shown in this user’s guide are for demonstration purposes only. For more information about configuring and customizing SAS Enterprise Case Management, see the SAS Enterprise Case Management: Administrator’s Guide.
What's New in SAS Enterprise Case Management 2.3

Overview

SAS Enterprise Case Management has a number of new features and enhancements.

New Features

SAS Enterprise Case Management has the following new features:

• You can now print case reports.
• You can view version histories for subjects, incidents, and cases.
• There are new options available for receiving alert notifications.
• There are now spell check capabilities in edit mode. Your SAS Enterprise Case Management administrator can verify whether spell check is implemented at your site.

Enhancements

The following features are enhanced for case network analysis:

• You can see how nodes are related by hovering your cursor over links.
• You can easily access information about the items in the graph by following URLs in the details.
• There are several enhancements related to exploration and navigation.
Chapter 1
Introduction

What Is Enterprise Case Management? .......................... 1
Accessibility Features of SAS Enterprise Case Management 2.3 ........ 1
  About the Accessibility Features ................................ 1
  Accessibility Features of the Supported Browser .............. 2
  Known Accessibility Issues ...................................... 2
  Using SAS Enterprise Case Management 2.3 with JAWS .......... 2
Documentation on the Web ........................................ 2

What Is Enterprise Case Management?

SAS Enterprise Case Management enables you to investigate incidents, attach documentation, and record exposure and losses for any type of financial crime that might pose a risk to your organization. You can use it to provide information for financial reporting, such as fraud losses, and as the primary resource for filing regulatory reports to government agencies. With the SAS Enterprise Case Management Web application, you can do the following:

• search, create, and view subjects, incidents, and cases
• create and manage case-specific task lists with reminders
• receive a notification when updates are made to specific cases, incidents, or subjects
• view the audit trail of any object
• manage regulatory reporting to government agencies (E-filing)
• perform sophisticated case network analysis on a subject

Accessibility Features of SAS Enterprise Case Management 2.3

About the Accessibility Features

SAS Enterprise Case Management 2.3 includes accessibility and compatibility features that improve product usability for users with disabilities, with exceptions noted here.
These features are related to accessibility standards for electronic information technology that were adopted by the U.S. Government under Section 508 of the U.S. Rehabilitation Act of 1973, as amended, and recommended by the Worldwide Web Consortium (W3C) Web Accessibility Initiative (WAI).

**Accessibility Features of the Supported Browser**

The supported Web browser for SAS Enterprise Case Management is Microsoft Internet Explorer. For more information about the accessibility features of Internet Explorer, use the Index in the Internet Explorer Help to locate topics about accessibility.

**Known Accessibility Issues**

SAS Enterprise Case Management 2.3 contains the following additional known accessibility issues:

- Visual focus is maintained except in the following location:
  - Keyboard navigation is supported within the application except that it is possible to change highlight focus of the main tabs without actually navigating to the tabs.
- Spell check cannot be initiated through the keyboard.
- When returning to the standard view after using the full-page magnification option in your Internet browser, a blank space appears at the bottom of the screen. Refresh the browser to remove the blank space.
- High-contrast themes must be manually created.
- The software requires that style sheets are enabled.

**Using SAS Enterprise Case Management 2.3 with JAWS**

The expand and collapse arrows for panels are labeled incorrectly and are read as “Unlabeled zero button” by JAWS.

**Documentation on the Web**


User ID: sas

Password: ECMuser123
Creating New Cases

You can create new cases by selecting New Case in SAS Enterprise Case Management. You can access the New Case function from the Cases tab or when you edit an incident.

To create a new case:

1. Select the New Case button. The New Case dialog box appears.
2. Select the necessary information for the case and click **OK** to create the case. The case is then opened for editing. You can continue to add information about this case.

3. When you are finished, select **Save** to create and save the case. The new case is then displayed in the list of available cases on the Results panel on the **Cases** tab.

4. Select **Return to List** to close the dialog box without saving the case.

*Note:* If you did not save the case before selecting **Return to List**, the Save Changes dialog box appears. Select **Yes** to save the case. Select **No** to not save the case and return to the Cases page, or select **Cancel** to continue entering information about the case.
Searching Cases

Search Cases

The Search Cases panel enables you to search for and quickly filter existing cases in SAS Enterprise Case Management. The Search function examines all available cases for those cases that meet the selected search criteria. The search results are then shown in the Results panel.

The Cases tab is opened by default when you log on to SAS Enterprise Case Management. The Search Cases panel is closed by default when you first log on to SAS Enterprise Case Management. You can access and open the Search Cases panel by selecting Expand.

After you have opened the Search Cases panel, you can then enter information about the case that you are searching for. To search for a case:

1. Enter information in the text fields and select available case information from the drop-down boxes. For example, you can select Case Status, which is the current status based on where the case is in the workflow, or you can select the case Type.

2. Click Search. Any available cases that meet the search criteria that you entered are displayed in the Results panel.

3. You can also clear the search fields by clicking Reset. The Reset function sets the search fields to the values that were last saved.

4. The Clear function clears all search fields.

5. After you have searched for the cases that you need, you can reduce the Search Cases panel by selecting Collapse.
Results

The Results panel displays a list of cases for investigation. By default, the Results panel shows the cases that are available to you. The Search function can modify the list of available cases that are displayed here. You can also filter the list of cases by selecting criteria from the available drop-down boxes on the Results panel. For example, you can select a variable from the Case Status (the current status based on where the case is in the workflow) or the case Type drop-down boxes. You can also sort on a column in the Results panel by selecting the heading label for a column.

If you have permission to edit cases, you can open a case by selecting it from the Results panel. You can then edit information about the case. In addition to selecting a case to open, you can perform tasks for a case by selecting Actions. This opens the Actions menu, which contains the following functions for a case.

View
   enables you to view the selected case. The case is opened and you can view the Action Items and Case Information for the case.

Edit
   enables you to edit the selected case. The case is opened and you can edit the Action Items and Case Information for the case.

Lock and Unlock
   selecting Lock enables you to have exclusive editing access to the case. Your name then appears in the Locked By column in the Results panel. Selecting Unlock enables others to have editing access to the case.

Set Primary Owner
   if available for selection, enables you to reassign the selected case to another user.

Subscribe and Unsubscribe
   enables you to sign up to receive notifications when there are updates to the selected case, or to stop receiving notifications. To edit your notification preferences, click Preferences and make changes in the General panel under Notifications.

Comments
   enables you to add comments to the selected case.

Attachments
   enables you to add attachments to the selected case.

Preview Case Report
   displays the entire case, including related incidents and subjects, comments, and a list of attachments, in a printable format. For more information, see “Case Reports” on page 14.

Generate Case Report
   Generates a case report to view or print at a later time and sends you a message when the report is complete. Click Preferences. In the General panel, edit your notification preferences. To view or print the generated report, click Generated Reports. For more information, see “Case Reports” on page 14.
Viewing Cases

Viewing Case Information

In SAS Enterprise Case Management, you can review cases in display-only mode by selecting View from the Actions menu on the Results panel for cases. When you select View, the selected case opens in display-only mode. You cannot make changes to the case while you are viewing the case. The case and the current status for the case are displayed. On this page, you can view the related action items and case information for the case. The Action Items panel displays the activity status information for the case. The Case Information panel might display the following information for a case:

**Case Details**
- displays the details for a case.

**Incidents**
- displays the incidents related to the case.

**Subjects**
- displays the subjects related to the case.

**Associated Cases**
- displays a list of any other cases that are related to this case.

**SAR**
- displays financial institution reporting information for the case.

**Case History**
- displays the activity history for the case. The Type column includes the actions that were taken on the case. **Save** indicates that the case was saved after an action.

The Description column provides details about the action. **Version N** refers to the version number that is assigned after a save. When a case is created, it is Version 1.
Click **Version 1** to see the original fields entered for the case.

<table>
<thead>
<tr>
<th>Field</th>
<th>Version 3: 9/28/09 11:44:30</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suspicious activity</td>
<td>375.26</td>
</tr>
<tr>
<td>Description</td>
<td>Credit Card Fraud from Branch 12445</td>
</tr>
<tr>
<td>Process prevented</td>
<td>0.00</td>
</tr>
<tr>
<td>Date closed</td>
<td></td>
</tr>
<tr>
<td>Priority</td>
<td>High</td>
</tr>
<tr>
<td>Category</td>
<td>Credit Card Fraud</td>
</tr>
<tr>
<td>Type</td>
<td>Financial Fraud</td>
</tr>
<tr>
<td>Date opened</td>
<td></td>
</tr>
<tr>
<td>Reopened Date/Time</td>
<td></td>
</tr>
<tr>
<td>SA/NR</td>
<td>S385</td>
</tr>
<tr>
<td>Multiple branch?</td>
<td>No</td>
</tr>
<tr>
<td>Locked by</td>
<td></td>
</tr>
<tr>
<td>Subcategory</td>
<td></td>
</tr>
<tr>
<td>Lost</td>
<td>0.00</td>
</tr>
<tr>
<td>Total recovered</td>
<td>0.00</td>
</tr>
<tr>
<td>Process recoveries</td>
<td>0.00</td>
</tr>
<tr>
<td>Recalculated</td>
<td>0.00</td>
</tr>
<tr>
<td>Expunged</td>
<td>0.00</td>
</tr>
<tr>
<td>Final disposition</td>
<td></td>
</tr>
<tr>
<td>Case ID</td>
<td>2010-10089</td>
</tr>
<tr>
<td>Account</td>
<td></td>
</tr>
<tr>
<td>Account 14</td>
<td></td>
</tr>
<tr>
<td>Account Closed</td>
<td>Yes</td>
</tr>
<tr>
<td>33425-12</td>
<td></td>
</tr>
</tbody>
</table>

Click **Version N** to open the Case Version Comparison dialog box. All subsequent changes are compared to the previous version. For example, Version 4 is compared to Version 3. Blank fields indicate no changes. Click the arrows in the top right corner of the dialog box to scroll to older or newer versions. Close the view by clicking the **X**.

Custom fields appear as standard fields in the version history, where the field has a one-to-one relationship between the current and previous version. However, custom tables display the full table view from version to version. Any changes from Version 3 to Version 4 show the Version 3 table above the Version 4 table.

**E-Filing**

This function enables you to preview a report for the case that you are editing. Select **Preview Report** to see a preliminary E-Filing report for the case.

**Adding Comments and Attachments to a Case**

Although you cannot make changes to the case while you are viewing it, you can add comments and attachments to the case.

**Comments**

You can add comments by selecting **Comments**. The Comments dialog box appears enabling you to add and view comments.

**Attachments**

You can add attachments by selecting **Attachments**. The Attachments dialog box appears, enabling you to add and view attachments.
Editing Cases

Editing the Case Activity Status

In SAS Enterprise Case Management, you can edit a case by selecting Edit from the Actions menu on the Results panel for cases. When you select Edit, the selected case opens. You can then make any needed changes to the case. The case and the case status for the case are displayed. On this page, you can update the case status on the Action Items panel. The Action Items panel displays the activity status information for the case. To update the status for an activity, select a status option from the Activity Status drop-down box.

Editing Case Information

You can update information for a case on the Case Information panel. The Case Information panel contains various items that you can modify. Click 📝 to find and correct spelling errors in a field. You can check spelling anywhere the spell check icon appears. The following information can be edited for a case:

Case Details

enables you to edit the details for a case.

Incidents

displays the incidents related to the case. You can also add an existing incident to the case by selecting Add incident to case. This opens the Add incident to case dialog box. Enter the search criteria, and then click Search. Select an incident from the Available incidents section, and then click Add. There are options to automatically link all the subjects or financial items from the incident that you have selected to the case. If you deselect the boxes, you can link subjects or financial items to the case individually.

![Add incident to case dialog box](Image)
Subjects
displays the subjects related to the case. You can also add an existing subject to the
case by clicking Add existing subject to case. This opens the Add existing
subject to case dialog box. Enter the search criteria, and then click Search. Select a
subject from the Available subjects section, and then click Add.

Define the subject's relationship to the case.

To add a new subject and information associated with it, click Add new subject to
case. This opens the New Subject dialog box. The subject that you add is
automatically associated with this case.

Associated Cases
displays a list of other cases that are linked to this case. You can also add an existing,
related case by selecting Add Associated Cases. This opens the Add Associated
Cases dialog box. Enter the search criteria, and then click Search. Select a case from
the Available cases section, and then click **Add**.

SAR

enables you to enter financial institution reporting information for the case.

**Case History**

displays the activity history for the case.

**Financial Summary**

displays the list of financial items associated with this case and a summary of the financial amounts. When financial items are added, edited, or deleted from the Financial Items table, the summary information is automatically recomputed.

To add a financial item, click **Add Financial Item**. Identify the type of financial item, the amount, and any other required information. Indicate whether this financial item should be included in the financial summary.

The item is now listed in the financial summary. Delete financial items by clicking
Note: Financial items that are added or edited at the incident level after the incident is added to a case are not displayed or summarized at the case level. If an incident is removed from a case, the financial items that were added to the case from that incident will remain.

Adding a Task to the To-Do List

You can create a list of tasks for a case. To create a task, click Add Task and fill in Task Name, Due date, and Reminder date/time (optional), where you can specify the date and time that you would like to receive a reminder notification. The person who is logged in is the task owner and receives a system-generated notification on the reminder.
Click **Delete** ✗ to delete completed tasks.

*Note:* Each time you click on a URL in an e-mail alert notification, a new tab is opened in a browser window. Make sure that you close the tabs after you log off from SAS Enterprise Case Management.

To set your preferences for notifications, click **Preferences** at the top right corner of the application window. Options on the General panel enable you to set how you want notifications sent and how you want your e-mails formatted.

**E-Filing**

This function enables you to preview or submit a report for the case that you are editing. Select **Preview Report** to see a preliminary E-Filing report for the case. Select **Submit Report** to submit the E-Filing report.

**Subscribing and Unsubscribing**

You can sign up to receive notifications when there are updates to this case by clicking **Subscribe** 📩. Notifications are sent after a case is saved. To edit your notification
preferences, click Preferences and make changes in the General panel under Notifications. Stop receiving notifications for this case by clicking Unsubscribe.

Adding Comments and Attachments to a Case

In addition to editing the case, you can add comments and attachments to the case.

Comments
You can add comments by selecting Comments. The Comments dialog box appears enabling you to add and view comments. For more information, see “Adding, Editing, and Printing Comments” on page 32.

Attachments
You can add attachments by selecting Attachments. The Attachments dialog box appears enabling you to add and view attachments. For more information, see “Adding Attachments” on page 31.

Searching the Web for Related Information

When you are editing a case, you can access your Web browser by selecting the Web Search function. This opens your Web browser, where you can search for information that is related to the case.

Saving the Edited Case

When you are finished editing the case, select Save to save the changes that you have made (excluding the items in the Actions Items panel). The case will be updated with the message Case saved successfully. To save the items in the Action Items panel, click Save Case and Action Items.

Select Return to List to go back to the list of available cases.

Case Reports

Preview Reports

You can preview a case report before you print it. In the Results panel, select Preview Case Report from the Actions menu next to a case. To preview a case report from an opened case, click Print ➔ Preview Case Report.

A case report includes these items, in order:

1. General case information, including Action Items, Case Information (split out by tab), Task List, and E-Filing panels.
2. Case Financial Items.
3. Case Comments.
4. Case list of Attachments.
5. Each case incident, including Incident Details (split out by tab), Financial Items, Comments, and list of Attachments.
6. Each related subject, including subjects that are linked through an incident. Printed information includes Subject Details (split out by tab), Comments, and list of Attachments.

**Print Reports**

If you have already previewed a report, print it by clicking **File** ⇒ **Print** from inside the report. Use your browser’s print features to complete the print process.

If you used **Generate Case Report** to print the report, see “Generated Reports” on page 15 for more information.

**Generated Reports**

Generated reports are case reports that you can view or print at a later time. You are sent a message when the report is complete. To generate a report, select **Generate Case Report** from the Actions menu next to a case. To generate a case report from an opened case, click **Print** ⇒ **Generate Case Report**.

To access the case reports, click **Generated Reports** from the **Cases** tab. You can perform the following actions:

- Sort the columns in the report table by clicking the column headings.
- View a report by selecting a Report Name.
- Print a generated report by clicking **File** ⇒ **Print** while viewing the report. Use your browser’s print features to complete the print process.
- Delete a report by clicking the **X** next to the report.

To edit your notification preferences, click **Preferences**. In the General panel, change your notification preferences.
Creating New Incidents

You can create new incidents by selecting **New Incident** in SAS Enterprise Case Management. You can access the **New Incident** function from the **Incidents** tab.

To create a new incident:

1. Select the **New Incident** button. The New Incident dialog box appears.

2. Select the necessary information for the incident.
3. Select **OK** to create the incident. The incident is then opened for you to edit. You can continue to add information about this incident.

4. When you are finished, select **Save** to create and save the incident. The new incident is then displayed in the list of available incidents on the Results panel on the **Incidents** tab.

5. Select **Return to List** to close the dialog box without saving the incident.

**Note:** If you did not save the incident before selecting **Return to List**, the Save Changes dialog box appears. Select **Yes** to save the incident. Select **No** to not save the incident and return to the Incidents page, or select **Cancel** to continue entering information about the incident.

---

**Finding Items Related to Unassigned Incidents**

You can find cases and other incidents that are related to unassigned incidents. The cases and incidents might be related to the unassigned incident by a subject's national ID number or other criteria that were established at your site. You can then link the unassigned incident to an existing case. If there are no related cases that you want to link...
to, you can open a new case and link related incidents to it. To link an unassigned incident to an existing case from the **Incidents** tab:

1. Select **Related Items** from the Actions menu on the Results panel. You can also select **Related Items** while viewing an individual incident. The Related Items dialog box appears.

2. View related cases by clicking **Case IDs**. Sort information for related cases by clicking on the respective column names.

3. Link the unassigned incident to a case by selecting a case and clicking **OK**.

![Related Items Dialog Box](image)

**Note:** The options **Automatically link subjects from incident to selected case** and **Automatically add financial items from selected incident to case** are selected by default. Clear the boxes if you want to link the subjects and financial items from the unassigned incident individually.

To view related incidents, open a new case in the Related Items dialog box and link related incidents to it:

1. View related incidents by clicking **Incident IDs**. Sort information for related incidents in the dialog box by clicking on the respective column names. Record the incident IDs of the related incidents that you want to link to a new case.

2. Click **New Case** in the Related Items dialog box and create a case. Save the case.

3. Return to the list of unassigned incidents on the Results panel. Select an incident that you recorded earlier in the Related Items dialog box.

4. Follow the previous instructions for linking an unassigned incident to a case. The case that you entered earlier now appears as a selection in the Related Items dialog box.

5. Repeat the process until you have linked all of the unassigned incidents that you recorded earlier in the Related Items dialog box.
Editing Incidents

Editing Incident Information

Click 📝 to find and correct spelling errors in a field. You can check spelling anywhere the spell check icon appears.

The following information can be edited for an incident:

**Incident Details**
enables you to edit the details for an incident.

**Subjects**
displays the subjects related to the incident. You can also add an existing subject to the incident by selecting Add existing subject to incident 📝. This opens the Add subject to incident dialog box.

To add a new subject and information associated with it, click Add new subject to incident 📝. This opens the New Subject dialog box. The subject that you add is automatically associated with this incident.

**Account Information**
enables you to enter account details and transaction information for the incident. On the Account Details panel, enter account information. The Transactions panel displays all existing transactions for the incident. Select Add Transaction to open the Add Transaction dialog box and create a new transaction. On the Transactions panel, the Actions 📜 menu enables you to view, edit, or delete a transaction.

**Financial Summary**
displays the list of financial items associated with this incident and a summary of the financial amounts. When financial items are added, edited, or deleted from the Financial Items table, the summary information is automatically recomputed.

To add a financial item to an incident, Click Add Financial Item 📝. Identify the type of financial item, the amount, and any other required information. Indicate whether this financial item should be included in the financial summary. When you assign the incident to a case, you have the option to copy its financial items to that
Delete financial items by clicking **Delete**.

**Incident History**

Displays the activity history for the incident. The Type column includes the actions that were taken on the incident. **Save** indicates that the incident was saved after an action.

The Description column provides details about the action. **Version N** refers to the version number that is assigned after a save. When an incident is created, it is Version 1. Click **Version 1** to see the original fields entered for the incident.

Click **Version N** to open the Incident Version Comparison dialog box. All subsequent changes are compared to the previous version. For example, Version 4 is compared to Version 3. Blank fields indicate no changes. Click the arrows in the top right corner of the dialog box to scroll to older or newer versions. Close the view by clicking the **X**.

Custom fields appear as standard fields in the version history, where the field has a one-to-one relationship between the current and previous version. However, custom tables display the full table view from version to version. Any changes from Version 3 to Version 4 show the Version 3 table above the Version 4 table.

**Finding Items Related to Unrelated Unassigned Incidents**

You can find cases and other incidents that are related to unassigned incidents by clicking **Related Items**. For more information, see “Finding Items Related to Unassigned Incidents” on page 18.

**Creating a New Case**

Create a new case by clicking **New Case**. For more information, see “Creating New Cases” on page 3.
**Subscribing and Unsubscribing**

You can sign up to receive notifications when there are updates to this incident by clicking **Subscribe** while viewing a case or from the Actions menu on the Results panel. Notifications are sent after an incident is saved. To edit your notification preferences, click **Preferences** and make changes in the General panel under **Notifications**. Stop receiving notifications for this incident by clicking **Unsubscribe**.

**Adding Comments and Attachments to an Incident**

In addition to editing the incident, you can add comments and attachments to the incident.

**Comments**

You can add comments by clicking **Comments**. The Comments dialog box appears enabling you to add and view comments. For more information, see “Adding, Editing, and Printing Comments” on page 32.

**Attachments**

You can add attachments by clicking **Attachments**. The Attachments dialog box appears enabling you to add and view attachments. For more information, see “Adding Attachments” on page 31.

**Searching for Web Related Information**

When you are editing an incident, you can access your Web browser by clicking the **Web Search** function. This opens your Web browser, where you can search for information that is related to the incident.

**Saving the Edited Incident**

When you are finished editing the incident, click **Save** to save the changes that you have made. The incident is updated with the message **Incident saved successfully**. Click **Return to List** before you save to close the dialog box without saving the incident.
Chapter 4
Working with Subjects

New Subjects

Creating New Subjects

You can create new subjects by selecting New Subject in SAS Enterprise Case Management. You can access the New Subject function from the Subjects tab.

To create a new subject:

1. Click the New Subject button. The New Subject dialog box appears.

![New Subject dialog box]

2. Select the necessary information for the subject.
3. Select **OK** to create the subject. The subject is then opened for you to edit. You can continue to add information about this subject.

4. When you are finished, select **Save** to create and save the subject.

5. Select **Return to List** to close the dialog box without saving the subject.

*Note:* If you did not save the subject before selecting **Return to List**, the Save Changes dialog box appears. Select **Yes** to save the subject and return to the Subjects page, or select **Cancel** to continue entering information about the subject.

**Linking Identical Subjects**

When you enter a subject, you can link other subjects to it, indicating that they identify the same person. For example, if you are entering subject Mary Jane Moyers, and you know she is already in the system as M. J. Moyers, you can enter M. J. Moyers as an identical subject.
1. In the Subject window, select the **Identical Subjects** tab. Click **Add identical subject**. The Add identical subject dialog box appears.

![Add identical subject dialog box](image)

2. Search for subjects in the top portion of the dialog box. The results appear at the bottom of the dialog box.

3. Select the desired subjects and click **Add** to add them as identical subjects. You are returned to the Subject window.

4. Save your changes. The identical subjects are added to this subject's history files.

---

**Editing Subjects**

**Editing Subject Information**

- Click 🖊️ to find and correct spelling errors in a field. You can check spelling anywhere the spell check icon appears.

The following information can be edited for a subject:

- **Subject Details** enables you to edit the details for a subject.

- **Incidents** displays the incidents related to the subject.

- **Cases** displays the cases related to the subject.

- **Identical Subjects** enables you to link other subjects to this one, indicating that they identify the same person. For example, if you are entering subject Mary Jane Moyers, and you know she is already in the system as M. J. Moyers, you can enter M. J. Moyers as an identical subject. For more information, see “Linking Identical Subjects” on page 24.

- **Subject History** displays the activity history for the subject. The Type column includes the actions that were taken on the subject. **Save** indicates that the subject was saved after an action.
The Description column provides details about the action. Version N refers to the version number that is assigned after a save. When a subject is created, it is Version 1. Click Version 1 to see the original fields entered for the subject.

Click Version N to open the Subject Version Comparison dialog box. All subsequent changes are compared to the previous version. For example, Version 4 is compared to Version 3. Blank fields indicate no changes. Click the arrows in the top right corner of the dialog box to scroll to older or newer versions. Close the view by clicking the X.

Custom fields appear as standard field in the version history, where the field has a one-to-one relationship between the current and previous version. However, custom tables display the full table view from version to version. Any changes from Version 3 to Version 4 show the Version 3 table above the Version 4 table.

**Subscribing and Unsubscribing**

You can sign up to receive notifications when there are updates to this subject by clicking **Subscribe** while viewing a case or from the Actions menu on the Results panel. Notifications are sent after a subject is saved. To edit your notification preferences, click **Preferences** and make changes in the General panel under **Notifications**. Stop receiving notifications for this subject by clicking **Unsubscribe**.

**Adding Comments and Attachments to a Subject**

In addition to editing the subject, you can add comments and attachments to the subject.

**Comments**

You can add comments by clicking **Comments**. The Comments dialog box appears enabling you to add and view comments. For more information, see “Adding, Editing, and Printing Comments” on page 32.

**Attachments**

You can add attachments by clicking **Attachments**. The Attachments dialog box appears enabling you to add and view attachments. For more information, see “Adding Attachments” on page 31.

**Performing Case Network Analysis**

You can investigate a subject by viewing a network of cases, subjects, and incidents that are related to that subject by clicking **Case Network Analysis**. For more information, see “Case Network Analysis” on page 27.

**Searching for Web Related Information**

When you are editing a subject, you can access your Web browser by clicking the **Web Search** function. This opens your Web browser, where you can search for information that is related to the subject.
Saving the Edited Subject

When you are finished editing the subject, click **Save** to save the changes that you have made. The subject is updated with the message **Subject saved successfully**. Click **Return to List** to go back to the list of available subjects.

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**Case Network Analysis**

You can investigate a subject by viewing a network of cases, subjects, and incidents that are related to that subject. The subjects can be associated by national ID number or other criteria that were established at your site. To perform case network analysis, select **Case Network Analysis** from the Actions menu on the Results pane of the **Subjects** tab and the Subject Details page. The Enterprise Case Management – Case Network Analysis window appears and the network loads. The subject that you are analyzing is the Graph Origin and appears in red. The network first draws connectors from the root node to related cases, incidents, or subjects. To widen the network, connections are then made from that related subject, case, or incident to all of the subjects, cases, or incidents associated with it. If the subject has no related cases, incidents, or subjects, the window remains empty.

**Navigating within the Network**

Use the following techniques to navigate within the Case Network Analysis display:

- To expand a node or group of nodes, click the plus sign under the node. That node becomes the new reference point for relationships and can retrieve other items from the system. You can expand only subject nodes.

- To zoom in and out on the network itself, move the mouse wheel forward and backward.

- To move the entire network within the display, left-click in the white space around a network and then drag the network to a new location.

- To rotate the entire network within the display, hold down the CTRL key, left-click in the white space around a network, and move the cursor in a circular direction.

- To rearrange nodes, select a node (single or grouped) and drag the node to a new location. Links are automatically rearranged when nodes are moved. You can drag nodes to see relationships more clearly.

- Double-click in the white space around the network to hide any tabs that appear on the bottom of the Case Network Analysis display. This also maximizes the display area. Double-click again to make the tabs appear. Click on the X on a tab to close it.

- Move a tab by selecting, dragging, and dropping it into a new position within the grouping of existing tabs.

- Adjust the area at the bottom of the display that is devoted to tabs by clicking the separator bar and dragging it up or down.

- To see a description of a node, hover your cursor over a node. To see how nodes are related, hover your cursor over a link.
To view node details, click the chevron button that appears when your cursor hovers over a node, and then select **Show Details**, or double-click the node. A detail tab is displayed. You can sort any column in the tab alphabetically by clicking the column name. Collapse the detail tab by clicking the X in the tab title.

Click a URL in a detail tab to view additional information in a new SAS Enterprise Case Management window. You might have multiple windows open at the same time. Note that if you have permission to view a subject, you will be able to view all associated information.

To hide a node and its connector, place your cursor on a node to select the chevron button, and then select **Hide**. To delete a node and its connector, select **Delete**.

*Note:* A node cannot be hidden if the action leaves a node unlinked from other nodes in the network. In these instances, the **Hide** option does not perform any action.

**Using the Toolbar**

The toolbar buttons enable you change the views of the network.
Group Nodes enables you to organize nodes by grouping them together. Click **Group**. Hold down the SHIFT key and click the left mouse button to define a rectangle around the nodes that you want to group, and then release the mouse button. The selected nodes and their links are highlighted in black. Click **Group** again to collapse the nodes into a single icon. To expand, click 📌.

Draw Link enables you to establish a link between nodes. Hold down the CTRL key and select two nodes, and then click 📌. A line appears that connects the nodes.

Maximize Region maximizes the network viewing pane by hiding the node detail sections of the display. Select the button again to restore the node detail sections to the display.

Node ID toggles to make node IDs appear and disappear.

Legend toggles to make the toolbar legend appear and disappear.

Center Network centers the network in the display area. Click the arrow 🈶️ to see options for moving or rotating the network.

Zoom enables you to get a closer look at portions of the network. Click the arrow 🏛️ to see other zoom options.

**Printing and Exiting**

To print, right-click anywhere in the network and then select **Print**. You might need to move the network to the upper left corner and resize it for best results. To exit the network, close the window by clicking **OK**.
Adding Attachments

When you are working in SAS Enterprise Case Management, it might be necessary to add supporting documents to a case, incident, or subject. You can add file attachments with the **Attachments** function, which you can access when you are editing a case, incident, or subject. You can also access the **Attachments** function from the Actions menu on the Results panel for a case, incident or subject. Follow these steps to add an attachment:

1. Select **Attachments**. The Attachments dialog box appears.

2. On the Add Attachments panel, enter the location and name of the file that you are attaching. You can also select the **Browse** button to locate the file.

3. If needed, enter a text description of the file that you are attaching in the **Description** box.

4. Select the **Commit Attachments** button. This saves the attachment to the selected item. The following message then appears:

   File "xxx" was successfully uploaded

   The attachment is then listed in the Attachments panel.

5. The Attachments panel lists all attachments that are added to the item. If you select an attachment from the panel, the attachment opens in a new dialog box. If needed, you can delete an attachment by selecting the **Delete Attachment** button that is listed by the attachment.

6. When you are finished adding or deleting attachments, select **Close** to exit the Attachments dialog box.
Adding, Editing, and Printing Comments

When you are working in SAS Enterprise Case Management, it might be necessary to add supporting comments to a case, incident, or subject. You can add, view, edit, or print comments with the Comments function, which you can access when you are editing a case, incident, or subject. You can also access the Comments function from the Actions menu on the Results panel for a case, incident, or subject.

To add a comment:
1. Select Comments. The Comments dialog box appears.
2. In the Subject box, enter a description of the comment that you are adding.
3. Enter your comment text in the Comment box.
4. Click Add Comment. This saves the comment to the selected item. The comment is then listed in the Comments dialog box.

To view, edit, and print comments:
1. The Comments dialog box lists all comments that are added to the item. You can view a comment by selecting View Comment from the Actions menu. If you select View Comment, the comment opens in the Comments dialog box. After viewing the comment, click Return to Comments to close the view and return to the Comments dialog box.
2. To edit your comment text or subject, select Edit from the Actions menu. Click Save to save your edits.
3. To print all comments for a case, incident, or subject, click Print all Comments. Another window appears with the comments. From the File menu, select Print. Use your browser’s print features to complete the print process.

If needed, you can delete a comment by selecting Delete Comment from the Actions menu by the comment.

When you are finished, exit the Comments dialog box.
Index

A
accessibility features 1
associated cases 10
attachments
  adding 31
  adding to cases 8, 14
  adding to incidents 22
  adding to subjects 26

B
browser
  See Web browser

C
case history 11
case network analysis 27
  accessing 27
  navigating within the network 27
  printing and exiting 29
  subjects and 26
  toolbar for 28
case reports
  generated reports 15
  items included in 14
  previewing 14
  printing 15
cases
  adding comments and attachments to 8, 14
  adding incidents to 9
  adding subjects to 10
  associated cases 10
  creating 3, 21
  editing 9
  editing activity status 9
  editing case information 9
  saving edited cases 14
  searching 5

D
searching the Web for related information 14
viewing 7
comments 32
  adding 32
  adding to cases 8, 14
  adding to incidents 22
  adding to subjects 26
  deleting 32
  editing 32
  printing 32
  viewing 32
documentation on the Web 2

E
E-Filing reports 13
  previewing 8
enterprise case management 1

F
file attachments
  See attachments
financial items 11
financial summaries 11

generated reports 15

I
incidents
  adding comments and attachments to 22
  adding to cases 9
  creating 17
Index

editing 20
finding items related to unassigned incidents 18
finding items related to unrelated unassigned incidents 21
saving edited incidents 22
searching for Web related information 22

J
JAWS 2

L
linking identical subjects 24

N
notifications preferences for 13
subscribing and unsubscribing 13, 22, 26

P
preferences setting for notifications 13
previewing case reports 14
E-Filing reports 8
printing case network analysis 29
case reports 15
comments 32

R
related items cases 14
items related to unassigned incidents 18
items related to unrelated unassigned incidents 21
reports See also case reports E-Filing 8, 13
SAR reports 11

S
SAS Enterprise Case Management documentation on the Web 2
search results 6
searching cases 5
for related case information 14
for related incident information 22
for related subject information 26
spell checking subjects adding comments and attachments to 26
adding to cases 10
creating 23
editing 25
editing subject information 25
linking identical subjects 24
performing case network analysis 26
saving edited subjects 27
searching for Web related information 26
subscribing and unsubscribing 26
subscribing to notifications cases 13
incidents 22
subjects 26

T
tabs 13
task list adding tasks 12
deleting completed tasks 13
toolbar for case network analysis 28

U
unsubscribing from notifications cases 13
incidents 22
subjects 26

W
Web browser accessibility features 2
accessing, while editing cases 14
accessing, while editing incidents 22
accessing, while editing subjects 26
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