

ODPP

Agency Portal

User Guide



EXTERNAL AGENCIES

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Initial Access

If this is the first time uploading to the ODPP Agency Portal you will receive an invitation link from the ODPP via email.

Here's the site that Kerrigan, Emmy shared with you.

Go to [Agency Portal](#)

[Follow](#) this site to get updates in your newsfeed.

1. Click this link to be directed to a webpage which will ask for the account you would like to login with.
2. Select "Organisation Account"
3. Account authentication will be done via existing Police security protocols.
4. You will be directed to the ODPP's Agency Portal.
5. Once authenticated, you can go directly to the Agency Portal anytime via this address <https://odppnsw.sharepoint.com/sites/MattersMX> to upload additional briefs.

I see "Access Denied"

This indicates you are not a registered user in the Agency Portal.

Contact ODPP to request for an invitation link to the Agency Portal.

Creating a shortcut

Once you have accessed this link and entered the portal, you can save this portal as a bookmark or favourite for quick access next time you need to upload to the ODPP.

1. Highlight the URL on the web page.
2. Select Ctrl +D and name your bookmark/ favourite
3. Select *Done* and the bookmark/ favourite will appear on the top toolbar of your webpage.

Identifying matter and office

The following instructions detail each step of the upload process.

1. Select your organisation and click *Next*

Agency Portal Upload

This portal provides a mechanism to securely upload files to the ODPP. The agency portal is only available to authorised agencies or users.
If you experience any issues please advise the ODPP person who sent you the link.

Organisation?

Police

Courts

>| Next

2. Select a reference type for the upload and *Search*

Note: The reference type will default to the most common type used by your organisation, but you may select a different type using the drop-menu.

Matter Details

Your Reference:

Police Charge (H) Number

H#####

Search

<| Previous

>| Next

3. If there is an existing upload for the reference number provided, click 'Use Existing' to add to existing documents or click 'Add New' to create a new upload.

Matter Details

✓

Documents were uploaded to Brief for this matter 9 days ago. Do you want to use the same reference or add a new one.

Use Existing

Add New

Your Reference:

Police Charge (H) Number

H12345678

Search

If this is the first upload for the reference number, you will receive a prompt to click *Add New*.

Matter Details

✕ Matter details not found in system.
 Add New

Your Reference: Police Charge (H) Number H24091993 🔍 Search

⏪ Previous
⏩ Next

4. Enter upload details and *Save*

Add Matter Details

Subject Name: Enter First Name here Enter Surname here

JusticeLink Ref: ####/#####

Police H Ref: H24091993

Event Ref: E#####

💾 Save
✕ Cancel

5. Select the office location to receive the upload and click *Next*

Matter Details

Your Reference: Police Charge (H) Number H24091993 🔍 Search

ODPP Reference: Matter E.

First Name: Example

Surname: Matter

ODPP Office: ⏶

Receipt Required:

Campbelltown
CSA Pilot
Dubbo
Gosford
Lismore
Newcastle
Parramatta
Penrith
Sydney
Wagga Wagga
Wollongong

⏪ Previous
⏩ Next

Uploading Documents

Once you've selected the Office that the brief needs to go to, you will find the Upload screen:

ODPP Ref	Your Ref	Document Type	ODPP Office
TestingLastname T.	H1234567890	Brief	Specialised Prosecutions

① Maximum file size for each file: 15 GB

Coversheet and Certificate Drop files here or click to upload.	Victim Statement Drop files here or click to upload.	Civilian Statements Drop files here or click to upload.
Police Statements Drop files here or click to upload.	Expert Statements Drop files here or click to upload.	Exhibits Drop files here or click to upload.
Witness List Drop files here or click to upload.	Multimedia Drop files here or click to upload.	Misc Drop files here or click to upload.

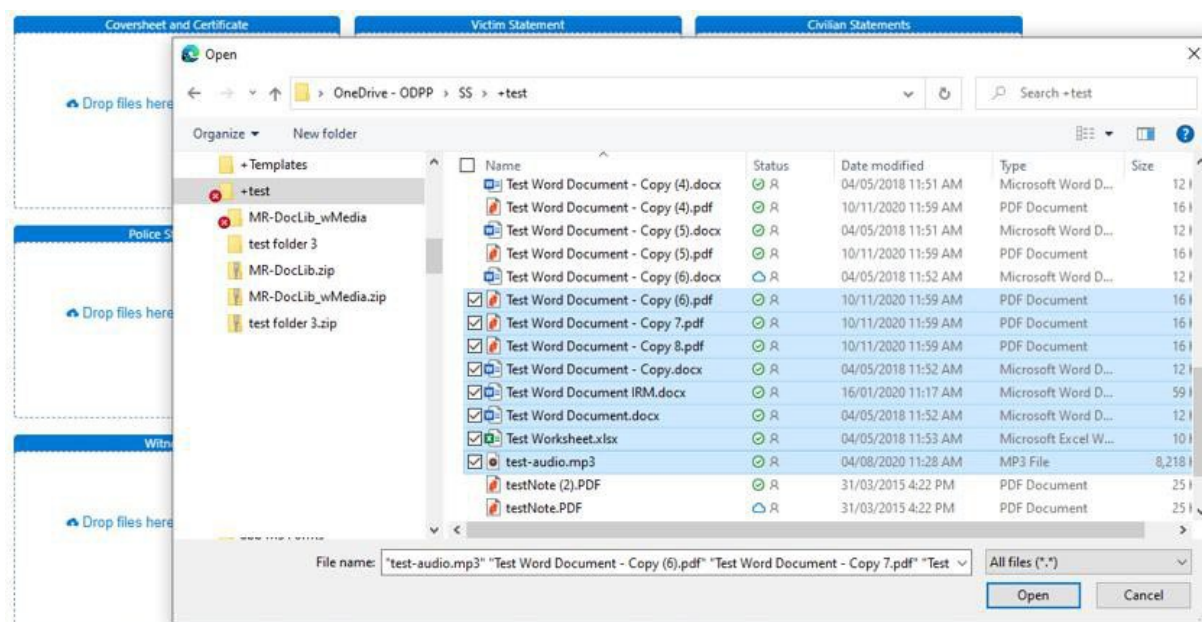
Upload All

- Files can be uploaded by dragging and dropping them into corresponding boxes.

Police Statements

Drop files here or click to upload.

Alternatively, click inside the box to open the Open File dialog box.



Select one or more files to upload. Click *Open* to add them to the box.

I have an eaglei brief, what do I do?

Locate the PDF version of the eaglei brief and upload to the "Misc" box in the Agency Portal.

Note that if images are not embedded in the PDF document, the file may not open successfully.

- Once all files are added, select *Upload All* to complete the process.
- A dialogue box will appear, confirming if the upload contains sensitive material. You will be required to enter a value before the upload occurs.
- You will receive an acknowledgement receipt via email with the details of your upload.

Sensitive Material

Does the upload contain material that is graphic or obscene in nature (i.e. post mortem photographs, images/videos of a violent nature)?

Yes

No

Acknowledgement

A new document package has been uploaded to the matter **Matter E..**
Following are some details of the upload transaction:

Your Reference	H24091993
ODPP Reference	Matter E.
Document Type	Brief
ODPP Office	Campbelltown
Files Uploaded	

This is an autogenerated message from ODPP Matters MX System. If you are facing any problems, please send an email to servicedesk@odpp.nsw.gov.au

Need help?

Please contact the ODPP member that sent you the invitation link. If Microsoft account issues, please contact the NSWPF IT Unit responsible for user security.

Find common problems and solutions with two-factor verification and your Microsoft account on the [Microsoft documentation](#) site.

Find questions like:

- **Does not exist in tenant**
AADSTS90072: User account 'USER1ME@police.nsw.gov.au' from identity provider 'https://sts.windows.net/9a8ef243-7ae3-44bf-8319-ea8a70ed4051/' does not exist in tenant 'ODPP' and cannot access the application '00000003-0000-0ff1-ce00-000000000000'(Office 365 SharePoint Online) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account.
Check: Which link did you use to get to the Agency Portal?
Resolution: Ensure you select 'Organisation account' when first prompted to log in. Enter credentials associated with your Microsoft account. The authentication method will be in accordance with NSW Police security policies.
- **Issue Type:** Failed to accept invitation
This issue is caused by a user incorrectly accepting a SharePoint Online invitation. This usually happens when a user is already signed into a browser with a different Microsoft account (usually personal account). When an invitation link is accepted by an account other than the intended recipient, you will experience an Access Denied message.
Resolution: You may need to check which account is logged into the browser by clicking on the user icon at the top right of the browser screen. If it's different to the email address that received the invitation link, log out of the current profile then sign in with the account provided to ODPP. Otherwise, provide ODPP with the current profile account as an alternative email address.
- **Why can't I upload to the Agency Portal?**
Access granted may be "Read Only". Contact ODPP and ask to check you have been granted "Edit" permissions.

- It says “Matter details not found in system”

The ODPP matter management system is not yet fully integrated to the Agency Portal. This search box looks for previous uploads related to the H-Number entered. Click 'Add New' then provide matter details and select Office it is intended for.

- **What can I upload to the Agency Portal?**
The following file types cannot be uploaded to the Agency Portal: *.exe, *.msi, *.pst, *.tmp
Other file types can be uploaded to the Agency Portal but does not guarantee ODPP can open them.
Note that these characters should be avoided in filenames: | ~ " # % & * : < > ? / \ { | }
What type of files cannot be uploaded to the Agency Portal?
- **The following file types cannot be uploaded to the Agency Portal:**
.exe .msi .pst .tmp .wav (these files should be converted to .mp3 or .mp4 files)
- **The following characters should be avoided in filenames:**
~ " # % & * : < > ? / \ { | }
- **Where possible, these items should be compressed into a single zip file prior to uploading:**
 - eaglei briefs,
 - CCTV footage, or
 - Cellebrite files – .ufdr file (not celebriteReader.exe)

Document History

Version	Distribution List	Release Date	Comments
1.0		31/03/2020	First Release
1.1		20/08/2020	Updated content
2.0		20/07/2021	Agency Portal updated to include more box options to classify items being uploaded, including a dedicated box for Multimedia files
3.0		07/10/2021	Added reference to help links for commonly reported issues
4.0		25/11/2021	Updated authentication methods and help questions
4.1		02/12/2021	Added new FAQ items