

ODPP Agency Portal User Guide

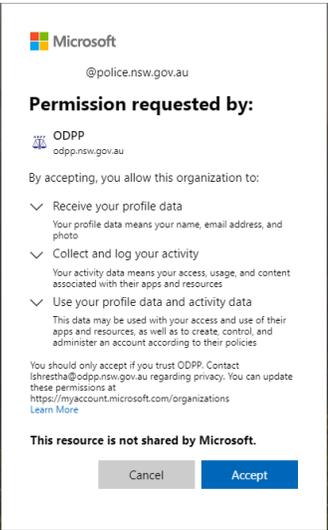
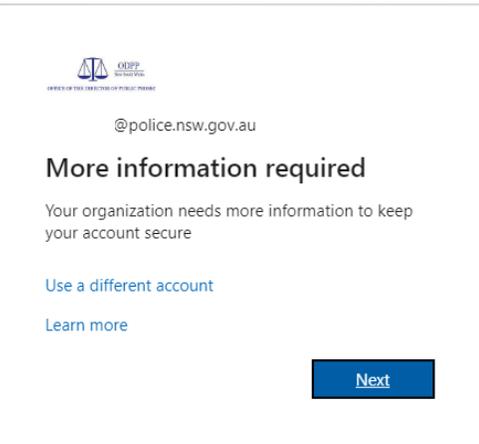
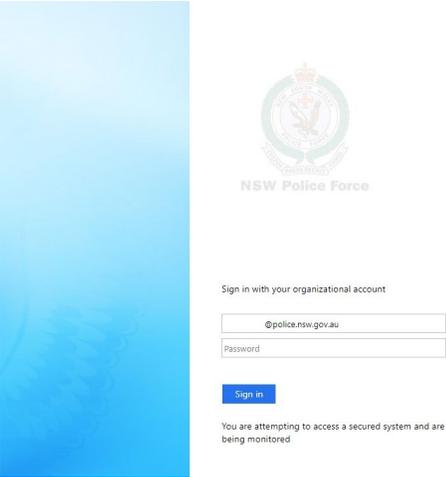


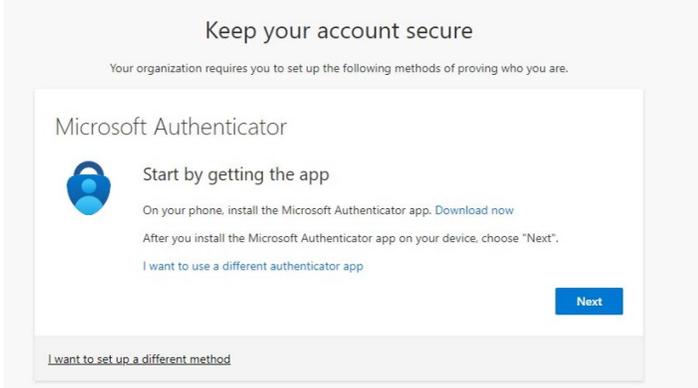
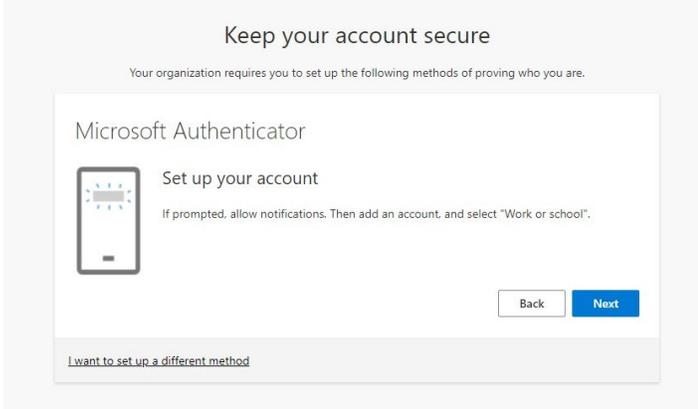
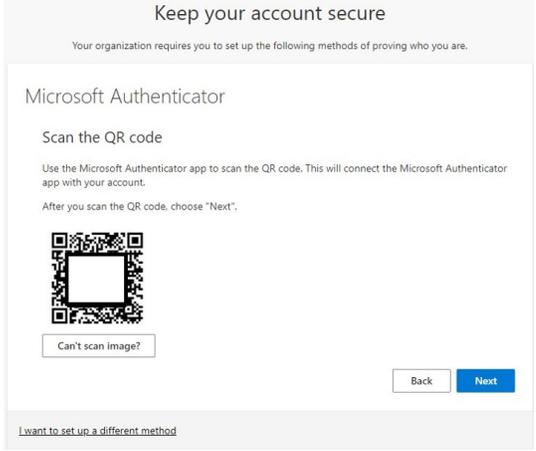
EXTERNAL AGENCIES

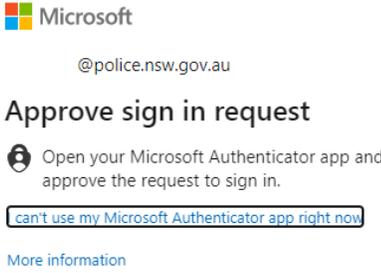
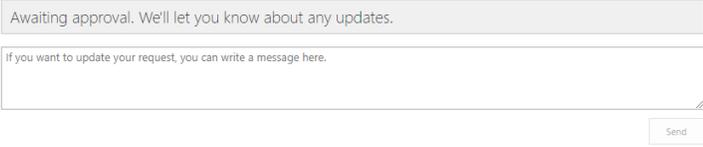
23 January 2023

Initial Access

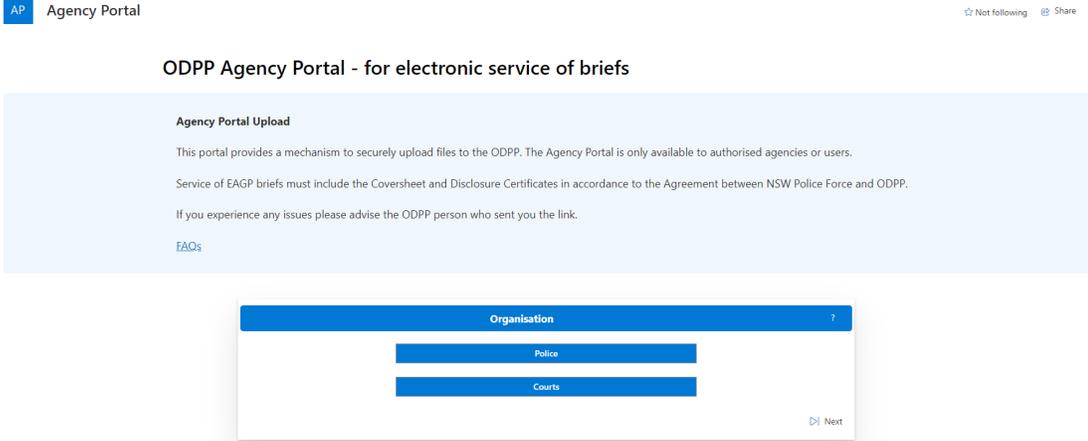
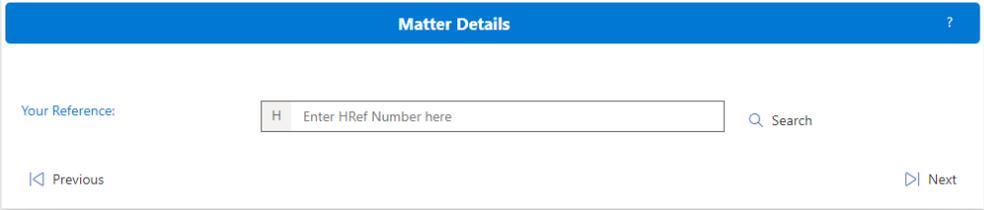
<p>1</p>	<p>If this is the first time you have upload documents to the ODPP Agency Portal, you will receive an invitation link from the ODPP via email.</p> <p>⚠ Please only act on this email if you trust the organization represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. If you were not expecting this invitation, proceed with caution.</p> <p>Organization: ODPP Domain: odpp.nsw.gov.au</p> <p>This message was provided by the sender and is not from Microsoft Corporation.</p> <p>Message from ODPP:</p> <p>- You have been invited to submit a digital brief via the ODPP Agency Portal. Click the link below and sign in. -</p> <p>If you accept this invitation, you'll be sent to https://odppnsw.sharepoint.com/sites/MattersMX.</p> <p>Accept invitation</p> <p>Block future invitations from this organization.</p> <p>This invitation email is from ODPP (odpp.nsw.gov.au) and may include advertising content. ODPP has not provided a link to their privacy statement for you to review. Microsoft Corporation facilitated sending this email but did not validate the sender or the message.</p> <p>Microsoft respects your privacy. To learn more, please read the Microsoft Privacy Statement. Microsoft Corporation, One Microsoft Way, Redmond, WA 98052</p>
<p>2</p>	<p>Click the link to be directed to a webpage which will ask you which account you would like to log in with. Please ensure you are logging in with the same Police email address the ODPP used to send you the link.</p>

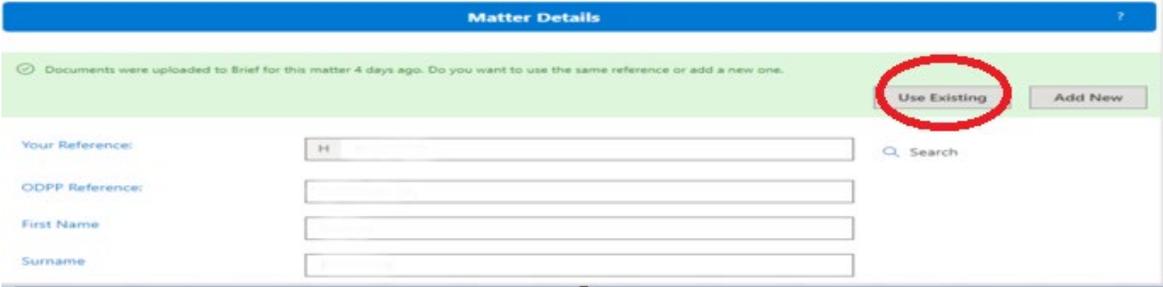
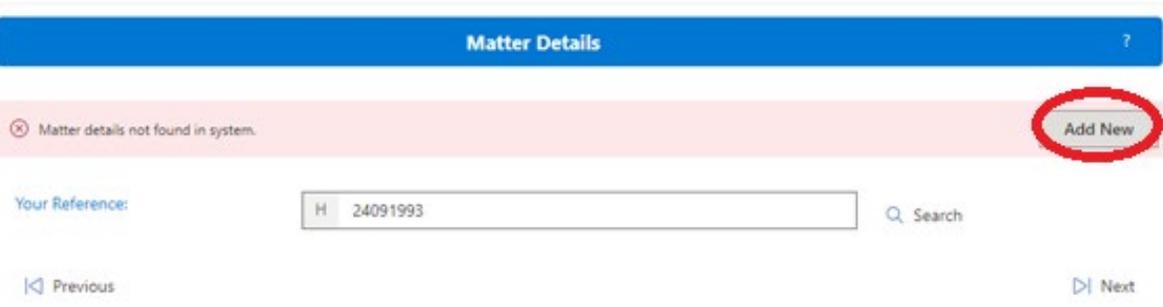
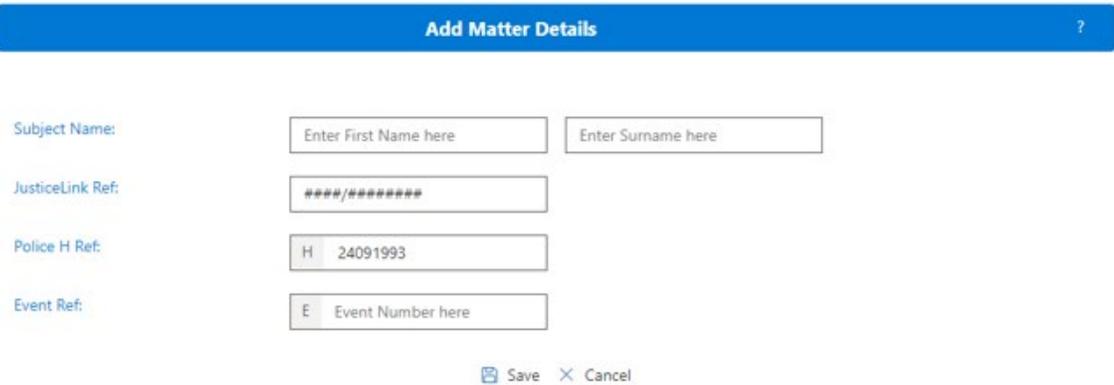
<p>3</p>	 <p>Select Accept</p>
<p>4</p>	 <p>Select Next</p>
<p>5</p>	<p>A screen will open asking you to sign in with your organisational account</p> 

<p>6</p>	<p>Microsoft Authenticator will then open requesting you to install the Microsoft Authenticator application on your phone.</p>  <p>Select Next</p>
<p>7</p>	<p>When you have completed your Microsoft Authentication you will need to set up your account</p>  <p>Select Next</p>
<p>8</p>	<p>To keep your account secure you will be required to scan a QR code with your phone</p>  <p>Select Next</p>

<p>9</p>	<p>Open your Microsoft Authenticator App and approve the request to sign in</p> 
<p>10</p>	<p>A request for permission to access the site will then open</p> <p>You need permission to access this site.</p>  <p>Please select Send</p>
<p>11</p>	<p>A request will then be sent to the ODPP IT department where your request for access will be actioned.</p>
<p>12</p>	<p>Once registered, you can go directly to the Agency Portal anytime via this address https://odppnsw.sharepoint.com/sites/MattersMX to upload brief items.</p>
<p>13</p>	<p>Once you have been granted access to the Agency Portal you can save this site as a Bookmark or favourite for quick access via your browser.</p> <ul style="list-style-type: none"> • Highlight the URL on the web page • Select Ctrl + D and name your bookmark/favourite • Select Done and the bookmark/favourite will appear on the top toolbar of your webpage

Identifying a matter and office

<p>1</p>	<p>Open the External Agency Portal</p>  <p>Select Police and click Next</p>
<p>2</p>	<p>Enter the relevant H number and select search</p>  <p><i>Note: The H is already noted in the "Your Reference" field. Please only enter digits in this vacant field</i></p>

<p>3</p>	<p>If there is an existing upload for the H number provided, click 'Use Existing' to add to existing documents</p>  <p>The screenshot shows the 'Matter Details' form. At the top, a blue header bar contains the text 'Matter Details' and a question mark icon. Below this is a green notification bar with a checkmark icon and the text: 'Documents were uploaded to Brief for this matter 4 days ago. Do you want to use the same reference or add a new one.' To the right of this bar are two buttons: 'Use Existing' (circled in red) and 'Add New'. Below the notification bar are four input fields: 'Your Reference:' (containing 'H'), 'ODPP Reference:', 'First Name', and 'Surname'. A search icon and the word 'Search' are to the right of the 'Your Reference' field. At the bottom, there are 'Previous' and 'Next' navigation buttons.</p>
<p>4</p>	<p>If this is the first time you are uploading the brief for this H number, you will receive a prompt to click <i>Add New</i>.</p>  <p>The screenshot shows the 'Matter Details' form. At the top, a blue header bar contains the text 'Matter Details' and a question mark icon. Below this is a red error bar with a close icon and the text: 'Matter details not found in system.' To the right of this bar is a button 'Add New' (circled in red). Below the error bar are four input fields: 'Your Reference:' (containing 'H 24091993'), 'ODPP Reference:', 'First Name', and 'Surname'. A search icon and the word 'Search' are to the right of the 'Your Reference' field. At the bottom, there are 'Previous' and 'Next' navigation buttons.</p>
<p>5</p>	<p>Enter upload details and <i>Save</i></p>  <p>The screenshot shows the 'Add Matter Details' form. At the top, a blue header bar contains the text 'Add Matter Details' and a question mark icon. Below this are four input fields: 'Subject Name:' (with sub-fields 'Enter First Name here' and 'Enter Surname here'), 'JusticeLink Ref:' (containing '****/*****'), 'Police H Ref:' (containing 'H 24091993'), and 'Event Ref:' (containing 'E Event Number here'). At the bottom, there are 'Save' and 'Cancel' buttons.</p> <p>NB: Although the Event number appears on this screen, please continue to use the H number for all uploads.</p>

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Select the ODPD office to receive the upload and click *Next*

Matter Details 7

⊙ Matter already available. To upload to this matter, complete the form and press Next

Your Reference:

ODPP Reference:

First Name:

Surname:

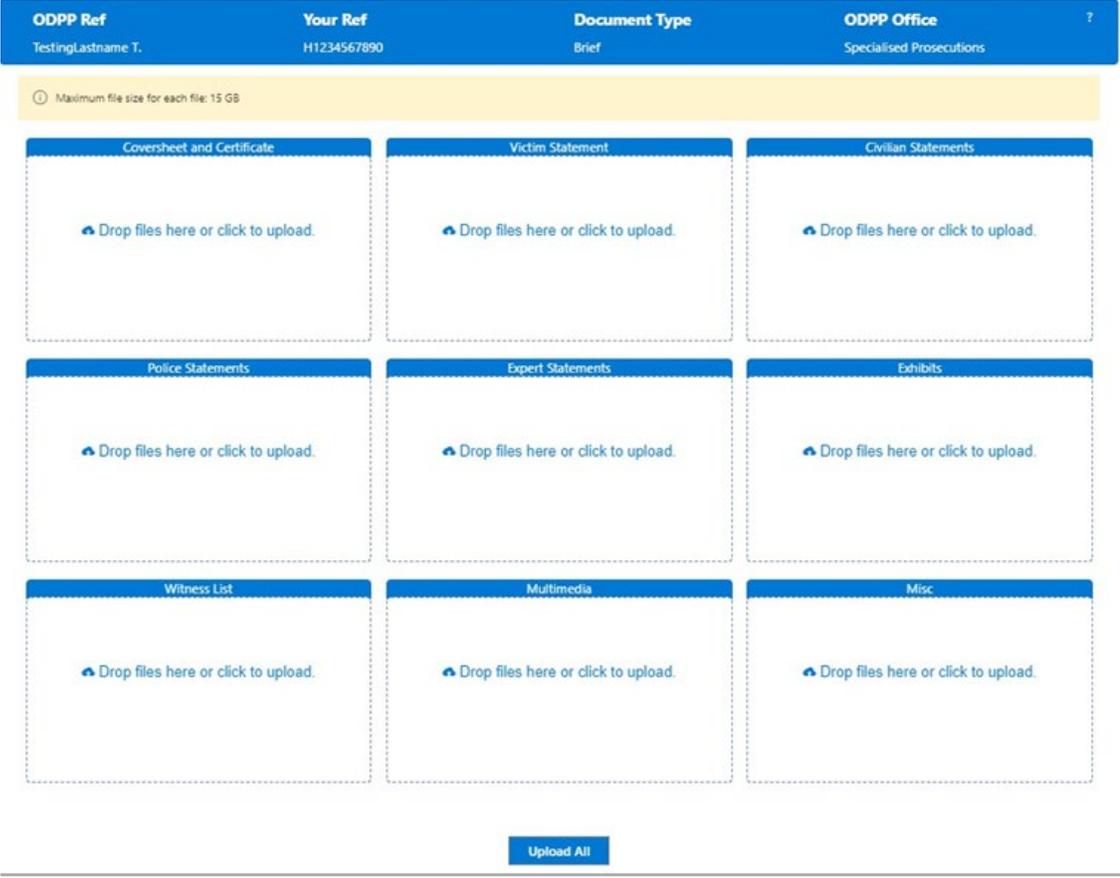
ODPP Office:

Receipt Required:

Previous

- Campbelltown
- CSA Pilot
- Dubbo
- Gosford
- ICAC
- Lismore

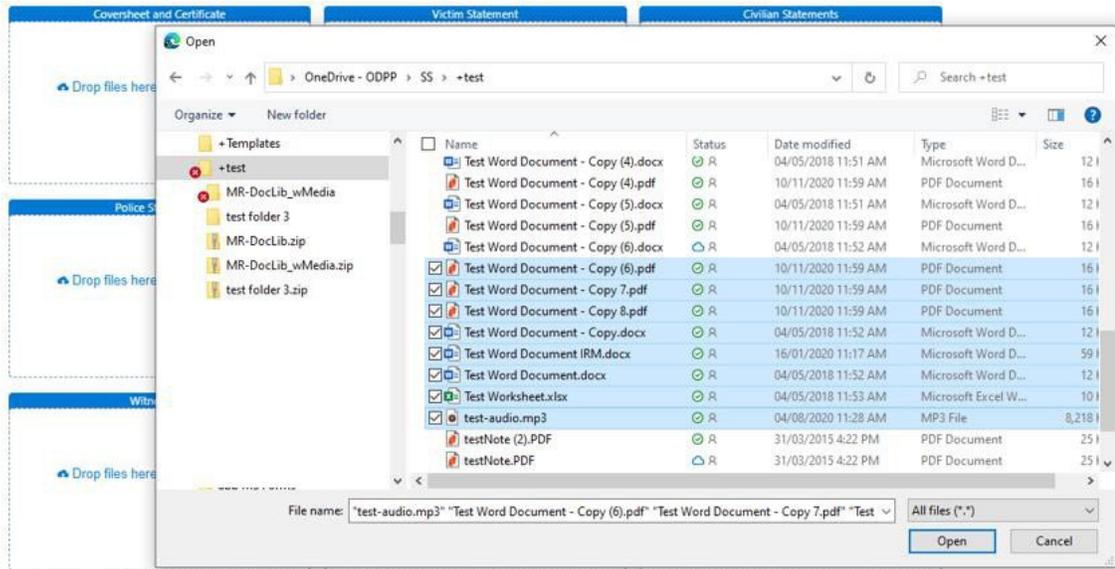
Uploading Documents

<p>1</p>	<p>Once you've selected the ODPP Office that the brief needs to go to, the <i>Upload</i> screen will open:</p> 
<p>2</p>	<p>Documents should be named in accordance with the ODPP naming protocols</p> <p>For Example:</p> <p><u>Statements</u></p> <ul style="list-style-type: none"> • <i>Sgt Sarah Jones 19.05.2022</i> • <i>Jonathan Smith 19.05.2022</i> • <i>Dr Joanna Nguyen 19.05.2022 – Neurologist</i> • <i>Sgt Thomas James 19.05.2022 – Crime Scene Unit</i> <p>and are best separated into the folders shown above ie victim statement, Police statements, Expert statements etc.</p>

	<p><u>Photographs</u></p> <p><i>Photographs – (description) – (date taken)</i></p> <p>For Example:</p> <ul style="list-style-type: none"> • <i>Photographs – Crime Scene – 11 Smith St, Smithtown – 10.01.2022</i> • <i>Photographs – complainant's injuries – 10.01.2022</i> • <i>Photographs – Property seized search warrant 111 Smith St, Smithtown – 10.01.2022</i> <p>Documents such as crime scene photos or other related photos are best combined and dragged as one document into the relevant folder</p> <p><u>Multi-Media</u></p> <p>Multi-media brief items are to be described as fully as possible on the bookmark/Index in the following terms:</p> <p><i>Description – date recorded – person who appears/recorded or location</i></p> <p>For example:</p> <ul style="list-style-type: none"> ○ <i>CCTV footage - 19.05.21 – King St. Sydney (City of Sydney camera)</i> ○ <i>Body Worn Video - 19.05.21 - worn by Sgt Sarah Jones</i> ○ <i>ERISP - 21.05.21 - Accused</i> <p>Multimedia files can be added to the Multimedia folder.</p>
<p>3</p>	<p>Once named, the files can then be dragged and dropped into the corresponding boxes</p> 

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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. Once all files are added, select *Upload All* to complete the process.

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A dialogue box will appear asking if the upload contains sensitive material. If there are items considered Sensitive Evidence under the *Criminal Procedure Act 1986*, please click the **Yes** box.



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You will receive an acknowledgement receipt via email with the details of your upload

Acknowledgement

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

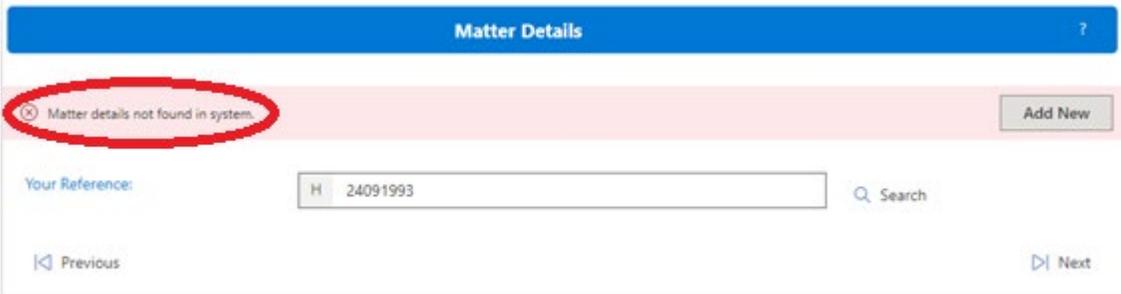
Your Reference	H24091993
ODPP Reference	Matter.E
Document Type	Brief
ODPP Office	Dubbo
Files Uploaded	<ul style="list-style-type: none"> • John Brown 16.11.2023

This is an autogenerated message from ODPP Agency Portal. If you are facing any problems, please contact the relevant ODPP office.

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If you have an **eaglei Brief**, the **PDF version** of the brief can be uploaded to the "Misc" box in the Agency Portal

Need help?

1	<h2>Tips for Accessing the ODPP Agency Portal</h2> <ul style="list-style-type: none"> • Copy the email link shared by ODPP into your Browser • Open Internet Browser in private mode (if using Microsoft Edge). Incognito (if using Google Chrome) • Paste the link in address bar and press "enter" • When signing into your NSW Police Force Account, please use the email address the Agency Portal invitation link was sent to • Enter your Police Network Password • You may be asked to use a Multifactor Authentication process <p>If issues continue, please contact the ODPP staff member that sent you the invitation link</p>
2	<h2>Error Message:</h2> <p>Matter details not found in system"</p>  <p>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.</p>
3	<h2>What file types can I upload to the Agency Portal?</h2> <p>The following file types cannot be uploaded to the Agency Portal:</p> <p>*.exe, *.msi, *.pst, *.tmp</p> <p>Other file types can be uploaded but ODPP staff may still be unable to open the file. The ODPP will contact you if there are problems accessing uploaded files.</p> <p>Note that these characters should be avoided in filenames:</p> <p>~ " # % & * : < > ? / \ { }</p>

<p>4</p>	<p>Error Message:</p> <p>Does not exist in tenant AADSTS90072: User account 'USER1ME@police.nsw.gov.au' from identity provider</p> <p>'https://sts.windows.net/9a8ef243-7a e3-44bf-8319-ea8a70ed4051/' does not exist in tenant 'ODPP' and</p> <p>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</p> <p>in again with a different Azure Active Directory user account.</p> <p>Check you are using the correct NSW Police account that is registered with the Agency Portal and that you are properly registered using the steps outlined in the Initial Steps at the beginning of this Guide including setting up the authentication process. .</p>
<p>5</p>	<p>Message: Access Denied</p> <p>Failed to accept invitation This issue is caused by a user incorrectly accepting a SharePoint Online invitation and usually occurs when a user is already signed into a browser with a different Microsoft account, which may be a personal account. When an invitation link is accepted using an account other than the intended recipient's email account, you will receive a message that Access is Denied..</p> <p>To resolve 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 the invitation was sent to by the ODPP. ,If you are likely to be regularly using a different account, contact the ODPP and provide the alternative email address</p>
<p>6</p>	<p>Find common problems and solutions with two-factor verification and your Microsoft account on the Microsoft documentation site.</p> <ul style="list-style-type: none"> • Set up an authenticator app for verification • Reset your password

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
4.2		23/12/2022	Updated document with new screen shots and Agency Portal Access information. Outdated information removed. Formatting changed.