

Case Connect Troubleshooting

If you have additional questions regarding Case Connect not answered here, or questions about your payments/reports, please reach out to your officer.

Accessing Case Connect

Browser: <https://caseconnect.com>

Apple App Store: <https://apps.apple.com/us/app/case-connect-mobile/id1549230973>

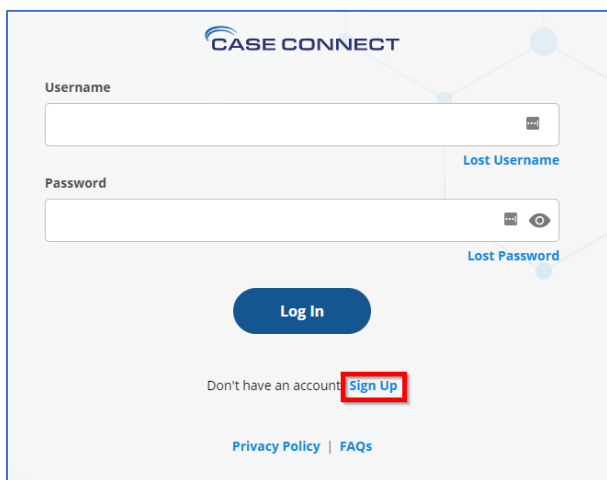
Google Play Store: https://play.google.com/store/apps/details?id=com.correctionssoftware.case_connect

Existing Users

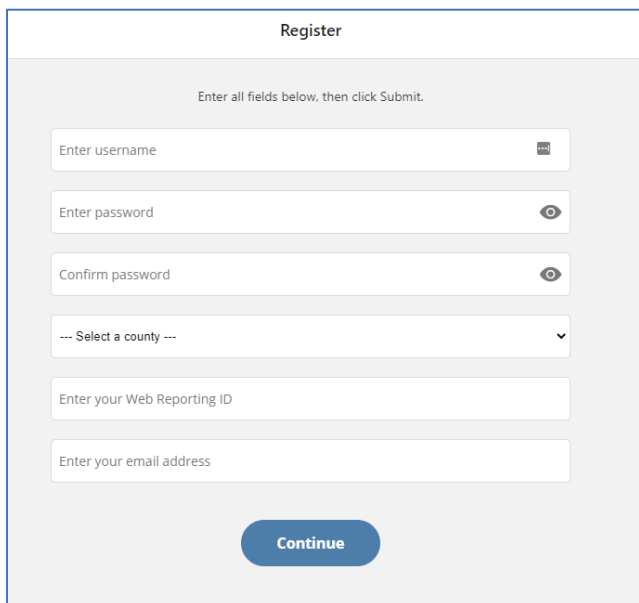
If you have a current login for CSSReporting.com, you will use the same username and password to log in to CaseConnect.com or the Case Connect mobile app.

New Users

To register for a new online account, go to CaseConnect.com or the mobile app and click "Sign Up" at the bottom of the screen.

The image shows the Case Connect login interface. At the top is the 'CASE CONNECT' logo. Below it are two input fields: 'Username' and 'Password'. To the right of the 'Username' field is a link that says 'Lost Username'. To the right of the 'Password' field is a link that says 'Lost Password'. Below the input fields is a blue 'Log In' button. At the bottom, there is a link that says 'Don't have an account' followed by a red-bordered 'Sign Up' button. At the very bottom are links for 'Privacy Policy' and 'FAQs'.

You will need your Web Reporting ID, county name, and a valid email address. You will also choose a username and password. Your officer can provide your Web Reporting ID.

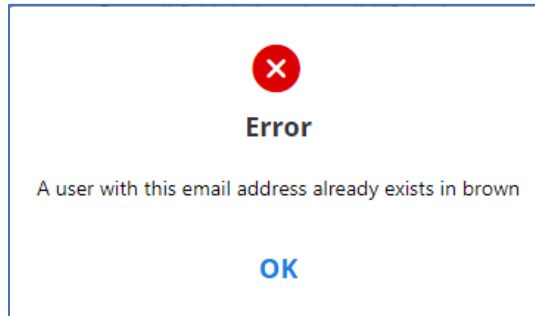
The image shows the Case Connect registration interface. At the top is the title 'Register'. Below it is a instruction: 'Enter all fields below, then click Submit.' There are six input fields: 'Enter username', 'Enter password', 'Confirm password', '--- Select a county ---' (a dropdown menu), 'Enter your Web Reporting ID', and 'Enter your email address'. At the bottom is a blue 'Continue' button.

Your registration is not complete until you have entered the PIN sent to your email address. If you lose this email, you will need to complete the registration again. If you are having trouble receiving any emails, try adding alerts@dnrmail.com to your address book to ensure the email is not blocked or sent to the spam folder.

Error: A user with this email address already exists in (county)

Error: A user with this email address already exists in (county)

- If you have an existing account with this email address, use the "Forgot Username" and "Forgot Password" links to retrieve your login information.
- If you do not have an existing account, you will need to use a different email address to sign up.



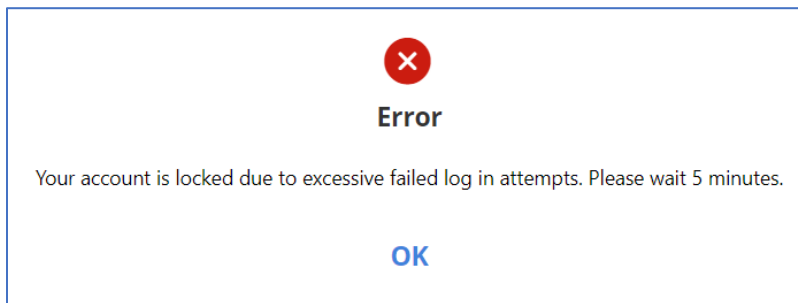
Forgot Username or Password

You can use the "Forgot Username" or "Forgot Password" links on the login page to retrieve your username or password. You will need the email address associated with your account. Your officer can provide you with this if needed.

Locked Out

"Error: Your account is locked due to excessive failed log in attempts. Please wait 5 minutes."

You will need to wait 5 minutes to try logging in again. You can use the Lost Password link to reset your password.



Settings

You can update your password and email address through Menu > Settings.

Browser page is not responding

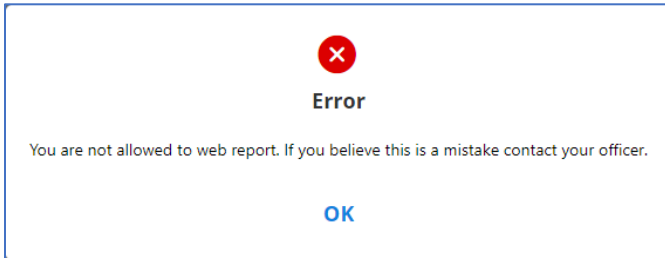
For Case Connect from a browser on a computer, you will need to click the buttons with the mouse. For example, after entering your login information, you will need to click the Log In button, rather than typing Enter.

Unable to Pay

If there is no option to pay, your web access may not include payments. If you have an option to pay, but the amount allowed to pay is \$0, there may be other restrictions. Verify with your officer.

Error: You are not allowed to web report

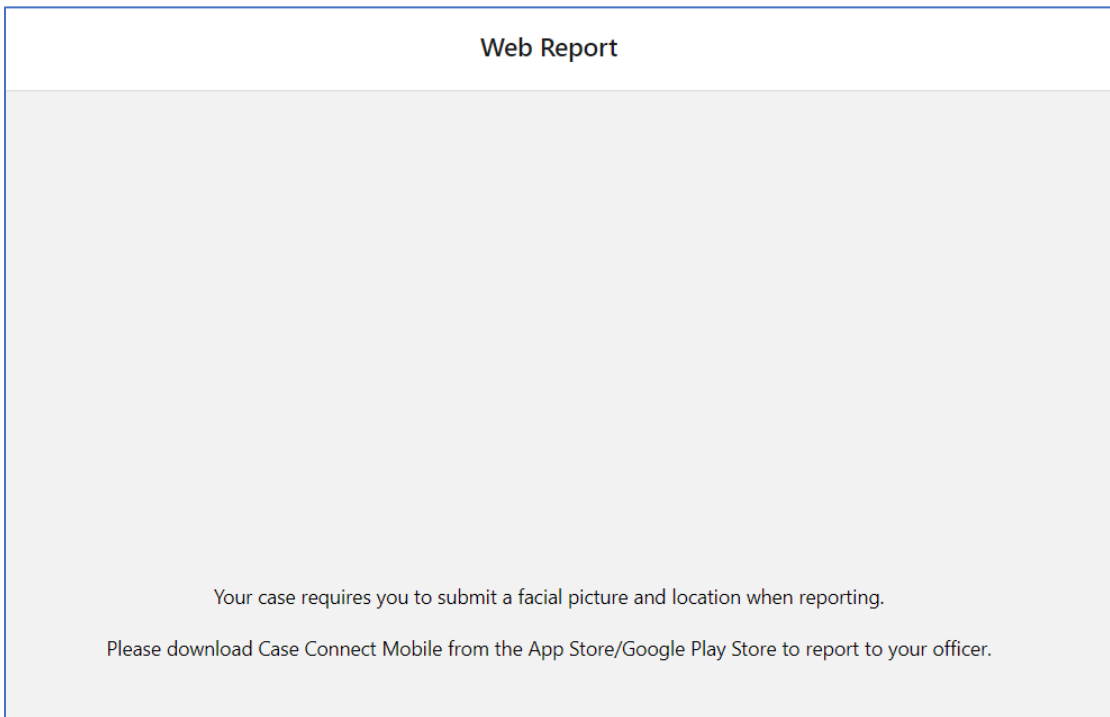
"Error: You are not allowed to web report. If you believe this is a mistake contact your officer."



You have not been set up for online access. Speak to your officer for more information.

Your case requires you to submit a facial picture and location when reporting

If you are using the website and receive this message when trying to submit a report, you are required to submit a photo and geolocation with your web report, and must use the Case Connect Mobile app from the Google or Apple app stores.



Unable to submit web report in mobile app

If you are not able to submit the web report, please verify you have provided the photo and location if they are required for your report. You may need to update your device settings to allow location and storage access.

Scheduled Report-In

At the time of your scheduled report you will receive a popup notification to inform you, and reminders every 15 minutes until the report is successfully completed. Report ins must be completed using the Case Connect app from the Google or Apple store, and cannot be completed using a web browser. To submit a report in, open the Case Connect app on your device. You will see under the alerts header that a report in is due. Click this and follow the prompts to take a photo and capture your current location. Once complete press submit.

Did not receive notification for Scheduled Report-In

Ensure your device is not in Do Not Disturb mode and sound is enabled.

Apple Users:

Go to your device settings and search for Case Connect. Select Case Connect and then Notifications. Ensure the settings are set to Allow Notifications and Sounds and Badges are enabled to ensure you do not miss a Scheduled Report-In.

Android Users:

Go to your device settings and select Apps and then All apps. Search for Case Connect on the list of apps installed on your device and select. Select Notifications and ensure All Case Connect notifications are enabled.

In the Case Connect app settings, select App battery usage. To ensure you receive your Scheduled Report-in notifications select Unrestricted to allow usage in the background without restrictions.

Did not receive notification for Scheduled Report-In

If you are unable to log in to your account, click "Forgot Password" from the main screen to reset your password.

If you are unable to submit a report, view your case information, or you have other technical issues with the app, try these troubleshooting steps:

1. Close the app and restart your phone
2. Uninstall the Case Connect app and then reinstall from the Play/App Store

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