



Immigration  
Enforcement


# Business Rules (IEBR)

## Identify & Prioritise Immigration Cases (IPIC)

### Training Guide – ROM

# Selecting your ROM region

OFFICIAL SENSITIVE

 **Identify and prioritise immigration cases**

## Select your ROM region


1

2

Continue

[Clear data](#)

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- 1 Select the relevant ROM Region from the drop down list
- 2 Click the 'Continue' button to be taken to the search screen

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# Searching for Tasks

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**Search Screen** Once users have selected their ROM region they will be taken to the search screen. This screen allows users to select which task type(s) they want to find cases for, within which date range, for specific nationalities or reporting at a specific location. From the search screen users can also navigate to cases for their ROM region already accepted on IPIC, rejected on IPIC or put on hold on IPIC.

- 1 Select the task type for the required intervention(s). A minimum of one task type must be selected
- 2a Select the reporting date range for the task type selected.
- 2b
- 3 To include specific nationalities, begin typing the name of the country in the text box, select the country when it appears and click 'Add'.  
*Note, if no nationalities are added cases will be returned for all nationalities*
- 4 Select reporting location from drop down (this is the reporting location within the region selected on slide 2)

- 5 Click the 'Search tasks' button to return cases based on your search criteria
- 6 To navigate to cases already accepted in IPIC for your ROM region, click the 'Accepted' tab
- 7 To navigate to cases already rejected in IPIC for your ROM region, click the 'Rejected' tab
- 8 To navigate to cases put on hold in IPIC for your ROM region, click the 'On Hold' tab

**Please note**, users don't have to complete steps 6-8 after step 5. Steps 6-8 are on this slide to simply indicate how to navigate to the tabs

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# Review Tasks – List View

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Referral column shows if a particular business area (e.g. Returns Preparation – RP) has reviewed and / or worked a case first and referred it to ROM on CID / Atlas. If the row in the referral column is blank, it means the case has been recommended directly to ROM



Recommended tab shows the number of cases IPIC has recommended for task(s) based on the search criteria a user applies



Recommended cases will be presented in a list view



Identify and prioritise immigration cases

[Review tasks](#) [MI report](#)

## Review tasks

[Recommended \(121\)](#)

[Accepted \(25\)](#)

[Rejected \(3\)](#)

[On hold \(3\)](#)

2

[Change search](#)

## Recommended tasks

Referral Reporting date

Ref 25 July 2018

26 July 2018

27 July 2018

28 July 2018

29 July 2018

30 July 2018

Ref 1 Aug 2018

3

<< Previous [1](#) [2](#) [3](#) [4](#) [5](#) [Next](#) >>

Showing 1 – 100 of 121 results

1 To review a recommended case, click on the case name starting from the top of the list

2 To change the search, click the 'Change search' button to return to the search screen (see slide 3)

3 Click either the page number or 'Previous' / 'Next' to navigate pages of recommended cases.  
*Please note, IPIC will display 100 cases per page*

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# Reviewing a Task

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**Identify and prioritise immigration cases**

[Review tasks](#) [MI report](#)

[Back to recommended cases](#)

**Person details**

[Documentation](#)  
[Reporting details](#)  
[Barriers](#)  
[Harm](#)  
[Family status](#)  
[Vulnerability](#)

[Accept task](#)  
[Reject task](#)  
[Place on hold](#)

**Person details**

Full name  
Home Office reference  
Person ID  
Date of birth  
Country of nationality  
Gender  
Red notice status



This is the task type that IPIC has recommended the case for



This is the name of the user who has opened the case on IPIC to review

1

Review case data:

a) On IPIC displayed within each of the tabs by clicking on the links

**AND**

b) Held on the Home Office case management system(s) (e.g. CID / Atlas), especially notes fields

2

Once a user has reviewed the case data on IPIC **AND** data held on the Home Office case management system(s), the user must make a decision as to whether IPIC appropriately recommended the case for the given task type:

→ To **Accept** a case proceed to [slide 6](#)

→ To **Reject** a case proceed to [slide 7](#)

→ To place a case **On Hold** proceed to [slide 8](#)

3

Click 'Back to recommended cases' to return to the list of recommended cases



# Accepting a Case

Identify and prioritise immigration cases

Review Reports

Back to Recommended

Person details

Vulnerability

Harm

Reporting details

Documentation

Barriers

Family status

Accept case

Reject case

Place on hold

Person details

Full name

Home Office reference

Person ID

Date of birth

Country of nationality

Gender

Red notice status

4 Click 'Accept case'.

5 A user must confirm that they have recorded any updates to the case in CID / Atlas by clicking 'Submit'.

6 IPIC will confirm the case had been Accepted.

**At this point a user can either:**

7a Return to the 'Recommended' tab

7b View the 'Accepted' tab of cases previously accepted in IPIC

Identify and prioritise immigration cases

Review Reports

Back to Recommended

Person details

Documentation

Reporting details

Barriers

Harm

Family status

Vulnerability

Accept

5 Accept

! You must record any updates to this case in CID.

Submit

Identify and prioritise immigration cases

Review Reports

Back to Recommended

7a Back to Recommended

6

Case accepted

7b View accepted cases



# Rejecting a Case

Identify and prioritise immigration cases

Review Reports

← Back to Recommended

Person details

Person details

Full name

Home Office reference

Person ID

Date of birth

Country of nationality

Gender

Red notice status

Accept case

**Reject case**

Place on hold

4 Click 'Reject case'

5 Tick one (or more) rejection reasons

6 Explain the reason(s) for rejecting the case

7 A user must confirm that they have recorded any updates to the case in CID / Atlas by clicking 'Submit' (e.g. ensuring the family tick box is ticked if a family case)

Identify and prioritise immigration cases

Review Reports

← Back to Recommended

Person details

Documentation

Reporting details

Barriers

Harm

Family status

Vulnerability

Accept case

Reject case

Place on hold

Why do you want to reject this?

Select all that apply

Details

Explain your reason(s).

**Submit**

Identify and prioritise immigration cases

Review Reports

← Back to Recommended

**Rejected**

**View your rejected cases**

At this point a user can either:

8a Return to the 'Recommended' tab

8b View the 'Rejected' tab to review cases previously rejected in IPIC and rejection reasons



For rejected cases, users should make updates to other Home Office systems (e.g. CID / Atlas) where applicable, such as to correct a data quality issue.

This will prevent the case being recommended again and routed elsewhere in the future



# Putting a Case On Hold

**Identify and prioritise immigration cases**

[Review](#) [Reports](#)

[Back to Recommended](#)

**Person details**

Vulnerability

Harm

Reporting details

Documentation

Barriers

Family status

Accept case

Reject case

**4** [Place on hold](#)

**Person details**

Full name

Home Office reference

Person ID

Date of birth

Country of nationality

Gender

Red notice status



## When should I place a case On Hold?

General guidance is that On Hold should be used when a user needs to confirm something about a case (e.g. with a manager / colleague / case worker) before deciding whether to accept or reject the case. Local practice may vary.

**Identify and prioritise immigration cases**

[Review](#) [Reports](#)

**6a** [Back to recommended tasks](#)

**5**

**Task placed on hold**

**6b** [View tasks on hold](#)

**4** Click 'Place on hold'

**5** IPIC will confirm that the Task has been placed on hold

At this point you can either:

**6a** Return to the 'Recommended' tab

**6b** View the 'On Hold' tab to view all cases previously put on hold in IPIC

→ See the [next slide](#) for when the user is ready to take the case off hold and either Accept or Reject the case





# Changing a Decision on a Case / Taking a Case Off Hold

**Identify and prioritise immigration cases**

Review Reports

## Review

Recommended (54) **Accepted (43)** Rejected (21) On hold (43)

### Recommended

These are cases recommended by IPIC.

Get case

- 1 Load the Accepted, Rejected, or On Hold tab based on the previous decision assigned to the case.
- 2 The user should locate and click on the name of the case which needs to have the decision changed.
- 3 The user should review the data held on IPIC **AND** other Home Office case management systems (e.g. CID / Atlas) before changing the decision of whether IPIC appropriately recommended the case for the intervention
  - If you need to Accept the case see [slide 6](#)
  - If you need to Reject the case see [slide 7](#)

#### Please note:

- Cases will stay on the 'Accepted' tab for 5 days
- Cases will stay on the 'Rejected' tab for 20 days
- Cases will stay on the 'On Hold' tab until the status is changed (no time limit)
- All cases, whether recommended, accepted, rejected or on hold are available to view in MI Report ([see MI Report](#))

**Identify and prioritise immigration cases**

Review Reports

## Review

Recommended (54) Accepted (43) Rejected (21) On hold (43)

### Accepted

**Identify and prioritise immigration cases**

Review Reports

Back to Recommended

### Person details

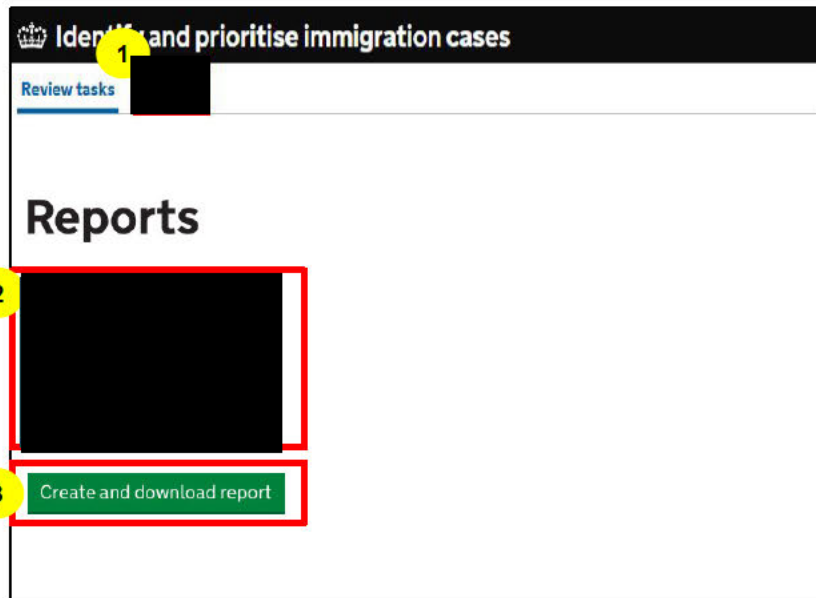
Vulnerability  
Harm  
Reporting details  
Documentation  
Barriers  
Family status

Full name  
Home Office reference  
Person ID  
Date of birth  
Country of nationality  
Gender  
Refugee status

Accept case  
Reject case  
Place on hold



This is the Reports tab. This area of IPIC is used to download Management Information (MI) reports which shows a log of all activity on IPIC.



- 1 Click “MI reports” to access the Reports tab.
- 2 Enter a “From” and a “To” date to select the dates that IPIC will return MI for.
- 3 Click the “Create and download report” button to download the MI report.

# MI Report (2 of 2)

This image shows an example of the MI report filled with dummy data. This slide explains what the fields in the report mean.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB	BC	BD	BE	BF	BG	BH	BI	BJ	BK	BL	BM	BN	BO	BP	BQ	BR	BS	BT	BU	BV	BW	BX	BY	BZ	CA	CB	CC	CD	CE	CF	CG	CH	CI	CJ	CK	CL	CM	CN	CO	CP	CQ	CR	CS	CT	CU	CV	CW	CX	CY	CZ	DA	DB	DC	DD	DE	DF	DG	DH	DI	DJ	DK	DL	DM	DN	DO	DP	DQ	DR	DS	DT	DU	DV	DW	DX	DY	DZ	EA	EB	EC	ED	EE	EF	EG	EH	EI	EJ	EK	EL	EM	EN	EO	EP	EQ	ER	ES	ET	EU	EV	EW	EX	EY	EZ	FA	FB	FC	FD	FE	FF	FG	FH	FI	FJ	FK	FL	FM	FN	FO	FP	FQ	FR	FS	FT	FU	FV	FW	FX	FY	FZ	GA	GB	GC	GD	GE	GF	GG	GH	GI	GJ	GK	GL	GM	GN	GO	GP	GQ	GR	GS	GT	GU	GV	GW	GX	GY	GZ	HA	HB	HC	HD	HE	HF	HG	HH	HI	HJ	HK	HL	HM	HN	HO	HP	HQ	HR	HS	HT	HU	HV	HW	HX	HY	HZ	IA	IB	IC	ID	IE	IF	IG	IH	II	IJ	IK	IL	IM	IN	IO	IP	IQ	IR	IS	IT	IU	IV	IW	IX	IY	IZ	JA	JB	JC	JD	JE	JF	JG	JH	JI	IJ	JK	KL	KM	KN	KO	KP	KQ	KR	KS	KT	KU	KV	KW	KX	KY	KZ	LA	LB	LC	LD	LE	LF	LG	LH	LI	LJ	LK	LM	LN	LO	LP	LQ	LR	LS	LT	LU	LV	LW	LX	LY	LZ	MA	MB	MC	MD	ME	MF	MG	MH	MI	MI	MJ	MK	ML	MM	MN	MO	MP	MQ	MR	MS	MT	MU	MV	MW	MX	MY	MZ	NA	NB	NC	ND	NE	NF	NG	NH	NI	NJ	NK	NL	NM	NN	NO	NP	NQ	NR	NS	NT	NU	NV	NW	NX	NY	NZ	OA	OB	OC	OD	OE	OF	OG	OH	OI	OJ	OK	OL	OM	ON	OO	OP	OQ	OR	OS	OT	OU	OV	OW	OX	OY	OZ	PA	PB	PC	PD	PE	PF	PG	PH	PI	PJ	PK	PL	PM	PN	PO	PP	PQ	PR	PS	PT	PU	PV	PW	PX	PY	PZ	QA	QB	QC	QD	QE	QF	QG	QH	QI	QJ	QK	QL	QM	QN	QO	QP	QQ	QR	QS	QT	QU	QV	QW	QX	QY	QZ	RA	RB	RC	RD	RE	RF	RG	RH	RI	RJ	RK	RL	RM	RN	RO	RP	RQ	RR	RS	RT	RU	RV	RW	RX	RY	RZ	SA	SB	SC	SD	SE	SF	SG	SH	SI	SJ	SK	SL	SM	SN	SO	SP	SQ	SR	SS	ST	SU	SV	SW	SX	SY	SZ	TA	TB	TC	TD	TE	TF	TG	TH	TI	TJ	TK	TL	TM	TN	TO	TP	TQ	TR	TS	TT	TU	TV	TW	TX	TY	TZ	UA	UB	UC	UD	UE	UF	UG	UH	UI	UJ	UK	UL	UM	UN	UO	UP	UQ	UR	US	UT	UU	UV	UW	UX	UY	UZ	VA	VB	VC	VD	VE	VF	VG	VH	VI	VJ	VK	VL	VM	VN	VO	VP	VQ	VR	VS	VT	VU	VV	VW	VX	VY	VZ	WA	WB	WC	WD	WE	WF	WG	WH	WI	WJ	WK	WL	WM	WN	WO	WP	WQ	WR	WS	WT	WU	WV	WW	WX	WY	WZ	XA	XB	XC	XD	XE	XF	YG	YH	YI	YJ	YK	YL	YM	YN	YO	YP	YQ	YR	YS	YT	YU	YV	YW	YX	YY	YZ	ZA	ZB	ZC	ZD	ZE	ZF	ZG	ZH	ZI	ZJ	ZK	ZL	ZM	ZN	ZO	ZP	ZQ	ZR	ZS	ZT	ZU	ZV	ZW	ZX	ZY	ZZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB	BC	BD	BE	BF	BG	BH	BI	BJ	BK	BL	BM	BN	BO	BP	BQ	BR	BS	BT	BU	BV	BW	BX	BY	BZ	CA	CB	CC	CD	CE	CF	CG	CH	CI	CJ	CK	CL	CM	CN	CO	CP	CQ	CR	CS	CT	CU	CV	CW	CX	CY	CZ	DA	DB	DC	DD	DE	DF	DG	DH	DI	DJ	DK	DL	DM	DN	DO	DP	DQ	DR	DS	DT	DU	DV	DW	DX	DY	DZ	EA	EB	EC	ED	EE	EF	EG	EH	EI	EJ	EK	EL	EM	EN	EO	EP	EQ	ER	ES	ET	EU	EV	EW	EX	EY	EZ	FA	FB	FC	FD	FE	FF	FG	FH	FI	FJ	FK	FL	FM	FN	FO	FP	FQ	FR	FS	FT	FU	FV	FW	FX	FY	FZ	GA	GB	GC	GD	GE	GF	GG	GH	GI	GJ	GK	GL	GM	GN	GO	GP	GQ	GR	GS	GT	GU	GV	GW	GX	GY	GZ	HA	HB	HC	HD	HE	HF	HG	HH	HI	HJ	HK	HL	HM	HN	HO	HP	HQ	HR	HS	HT	HU	HV	HW	HX	HY	HZ	IA	IB	IC	ID	IE	IF	IG	IH	II	IJ	IK	IL	IM	IN	IO	IP	IQ	IR	IS	IT	IU	IV	IW	IX	IY	IZ	JA	JB	JC	JD	JE	JF	JG	JH	JI	IJ	JK	KL	KM	KN	KO	KP	KQ	KR	KS	KT	KU	KV	KW	KX	KY	KZ	LA	LB	LC	LD	LE	LF	LG	LH	LI	LJ	LK	LM	LN	LO	LP	LQ	LR	LS	LT	LU	LV	LW	LX	LY	LZ	MA	MB	MC	MD	ME	MF	MG	MH	MI	MI	MJ	MK	ML	MM	MN	MO	MP	MQ	MR	MS	MT	MU	MV	MW	MX	MY	MZ	NA	NB	NC	ND	NE	NF	NG	NH	NI	NJ	NK	NL	NM	NN	NO	NP	NQ	NR	NS	NT	NU	NV	NW	NX	NY	NZ	OA	OB	OC	OD	OE	OF	OG	OH	OI	OJ	OK	OL	OM	ON	OO	OP	OQ	OR	OS	OT	OU	OV	OW	OX	OY	OZ	PA	PB	PC	PD	PE	PF	PG	PH	PI	PJ	PK	PL	PM	PN	PO	PP	PQ	PR	PS	PT	PU	PV	PW	PX	PY	PZ	QA	QB	QC	QD	QE	QF	QG	QH	QI	QJ	QK	QL	QM	QN	QO	QP	QQ	QR	QS	QT	QU	QV	QW	QX	QY	QZ	RA	RB	RC	RD	RE	RF	RG	RH	RI	RJ	RK	RL	RM	RN	RO	RP	RQ	RR	RS	RT	RU	RV	RW	RX	RY	RZ	SA	SB	SC	SD	SE	SF	SG	SH	SI	SJ	SK	SL	SM	SN	SO	SP	SQ	SR	SS	ST	SU	SV	SW	SX	SY	SZ	TA	TB	TC	TD	TE	TF	TG	TH	TI	TJ	TK	TL	TM	TN	TO	TP	TQ	TR	TS	TT	TU	TV	TW	TX	TY	TZ	UA	UB	UC	UD	UE	UF	UG	UH	UI	UJ	UK	UL	UM	UN	UO	UP	UQ	UR	US	UT	UU	UV	UW	UX	UY	UZ	VA	VB	VC	VD	VE	VF	VG	VH	VI	VJ	VK	VL	VM	VN	VO	VP	VQ	VR	VS	VT	VU	VV	VW	VX	VY	VZ	WA	WB	WC	WD	WE	WF	WG	WH	WI	WJ	WK	WL	WM	WN	WO	WP	WQ	WR	WS	WT	WU	WV	WW	WX	WY	WZ	XA	XB	XC	XD	XE	XF	YG	YH	YI	YJ	YK	YL	YM	YN	YO	YP	YQ	YR	YS	YT	YU	YV	YW	YX	YY	YZ	ZA	ZB	ZC	ZD	ZE	ZF	ZG	ZH	ZI	ZJ	ZK	ZL	ZM	ZN	ZO	ZP	ZQ	ZR	ZS	ZT	ZU	ZV	ZW	ZX	ZY	ZZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB	BC	BD	BE	BF	BG	BH	BI	BJ	BK	BL	BM	BN	BO	BP	BQ	BR	BS	BT	BU	BV	BW	BX	BY	BZ	CA	CB	CC	CD	CE	CF	CG	CH	CI	CJ	CK	CL	CM	CN	CO	CP	CQ	CR	CS	CT	CU	CV	CW	CX	CY	CZ	DA	DB	DC	DD	DE	DF	DG	DH	DI	DJ	DK	DL	DM	DN	DO	DP	DQ	DR	DS	DT	DU	DV	DW	DX	DY	DZ	EA	EB	EC	ED	EE	EF	EG	EH	EI	EJ	EK	EL	EM	EN	EO	EP	EQ	ER	ES	ET	EU	EV	EW	EX	EY	EZ	FA	FB	FC	FD	FE	FF	FG	FH	FI	FJ	FK	FL	FM	FN	FO	FP	FQ	FR	FS	FT	FU	FV	FW	FX	FY	FZ	GA	GB	GC	GD	GE	GF	GG	GH	GI	GJ	GK	GL	GM	GN	GO	GP	GQ	GR	GS	GT	GU	GV	GW	GX	GY	GZ	HA	HB	HC	HD	HE	HF	HG	HH	HI	HJ	HK	HL	HM	HN	HO	HP	HQ	HR	HS	HT	HU	HV	HW	HX	HY	HZ	IA	IB	IC	ID	IE	IF	IG	IH	II	IJ	IK	IL	IM	IN	IO	IP	IQ	IR	IS	IT	IU	IV	IW	IX	IY	IZ	JA	JB	JC	JD	JE	JF	JG	JH	JI	IJ	JK	KL	KM	KN	KO	KP	KQ	KR	KS	KT	KU	KV	KW	KX	KY	KZ	LA	LB	LC	LD	LE	LF	LG	LH	LI	LJ	LK	LM	LN	LO	LP	LQ	LR	LS	LT	LU	LV	LW	LX	LY	LZ	MA	MB	MC	MD	ME	MF	MG	MH	MI	MI	MJ	MK	ML	MM	MN	MO	MP	MQ	MR	MS	MT	MU	MV	MW	MX	MY	MZ	NA	NB	NC	ND	NE	NF	NG	NH	NI	NJ	NK	NL	NM	NN	NO	NP	NQ	NR	NS	NT	NU	NV	NW	NX	NY	NZ	OA	OB	OC	OD	OE	OF	OG	OH	OI	OJ	OK	OL	OM	ON	OO	OP	OQ	OR	OS	OT	OU	OV	OW	OX	OY	OZ	PA	PB	PC	PD	PE	PF	PG	PH	PI	PJ	PK	PL	PM	PN	PO	PP	PQ	PR	PS	PT	PU	PV	PW	PX	PY	PZ	QA	QB	QC	QD	QE	QF	QG	QH	QI	QJ	QK	QL	QM	QN	QO	QP	QQ	QR	QS	QT	QU	QV	QW	QX	QY	QZ	RA	RB	RC	RD	RE	RF	RG	RH	RI	RJ	RK	RL	RM	RN	RO	RP	RQ	RR	RS	RT	RU	RV	RW	RX	RY	RZ	SA	SB	SC	SD	SE	SF	SG	SH	SI	SJ	SK	SL	SM	SN	SO	SP	SQ	SR	SS	ST	SU	SV	SW	SX	SY	SZ	TA	TB	TC	TD	TE	TF	TG	TH	TI	TJ	TK	TL	TM	TN	TO	TP	TQ	TR	TS	TT	TU	TV	TW	TX	TY	TZ	UA	UB	UC	UD	UE	UF	UG	UH	UI	UJ	UK	UL	UM	UN	UO	UP	UQ	UR	US	UT	UU	UV	UW	UX	UY	UZ	VA	VB	VC	VD	VE	VF	VG	VH	VI	VJ	VK	VL	VM	VN	VO	VP	VQ	VR	VS	VT	VU	VV	VW	VX	VY	VZ	WA	WB	WC	WD	WE	WF	WG	WH	WI	WJ	WK	WL	WM	WN	WO	WP	WQ	WR	WS	WT	WU	WV	WW	WX	WY	WZ	XA	XB	XC	XD	XE	XF	YG	YH	YI	YJ	YK	YL	YM	YN	YO	YP	YQ	YR	YS	YT	YU	YV	YW	YX	YY	YZ	ZA	ZB	ZC	ZD	ZE	ZF	ZG	ZH	ZI	ZJ	ZK	ZL	ZM	ZN	ZO	ZP	ZQ	ZR	ZS	ZT	ZU	ZV	ZW	ZX	ZY	ZZ	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	BA	BB	BC	BD	BE	BF	BG	BH	BI	BJ	BK	BL	BM	BN	BO	BP	BQ	BR	BS	BT	BU	BV	BW	BX	BY	BZ	CA	CB	CC	CD	CE	CF	CG	CH	CI	CJ	CK	CL	CM	CN	CO	CP	CQ	CR	CS	CT	CU	CV	CW	CX	CY	CZ	DA	DB	DC	DD	DE	DF	DG	DH	DI	DJ	DK	DL	DM	DN	DO	DP	DQ	DR	DS	DT	DU	DV	DW	DX	DY	DZ	EA	EB	EC	ED	EE	EF	EG	EH	EI	EJ	EK	EL	EM	EN	EO	EP	EQ	ER	ES	ET	EU	EV	EW	EX	EY	EZ	FA	FB	
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## Frequently Asked Questions





## **What data / information is IPIC using to recommend cases for a particular intervention?**

IPIC is using Triage and Manage (TRAM data) to recommend cases for a particular intervention

## **Is IPIC part of Atlas or CID?**

No, IPIC is a separate service to Atlas and CID. IPIC is to be used to find cases for a task [REDACTED]  
Atlas is a new case management system to replace CID that should be used to work and progress cases. Completing an action in IPIC (e.g. accepting or rejecting a task) **WILL NOT** update Atlas or CID. If a user accepts a case in IPIC they will have to update CID / Atlas (e.g. [REDACTED])

## **Can two people work on the same case in IPIC?**

This is unlikely and would only occur if two users click on a case in the recommended list at the same time. The name of the user who has the case open is listed on the top right corner of the case. If that user is not you, then you know somebody has opened the case.

## **Who should I contact if I need somebody in my team to have an IPIC account?**

Following receiving IPIC into your ROM region, please contact [REDACTED] to have additional users added to IPIC.

## **Who should I contact if anybody in my team has a question about IPIC or needs any further training?**

Your [REDACTED] as an initial point of contact.

