



Corrections Software Web Reporting

<https://www.cssreporting.com>

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Web Reporting Application

The user will always go to <https://www.cssreporting.com>. After a successful log in, the user will be able to see selective probation information, answer a questionnaire, and/or submit an amount to a payment gateway to process the credit card payment.

Probation Information

The user can:

- View Fee Balances
- View Last Payment Date
- View Next Appointment Date and Time
- View Officer Information
- View CSR Information
- View Open Classes

Welcome JOHN DEMO						
Officer: Kristi Austin Officer Phone: 940-627-3894 /Ext 223						
Cause PTBS1001						
Fee Type	Balance	Delinquent	CSR Hours	Balance	Last Worked	Classes
ATTORNEY FEE	500.00	500.00	100.00	100.00	11/30/11	DWI EDUCATION
FINE	400.00	400.00				ALCOHOL AWARENESS
CRIMESTOPPERS	100.00	100.00				
TAIP FEE	50.00	50.00				
	1050.00	1050.00				
Last Payment Date						
Cause PTBS1002						
Fee Type	Balance	Delinquent	CSR Hours	Balance	Last Worked	Classes
CRIMESTOPPERS	100.00	100.00	20.00	20.00	11/30/11	DOMESTIC VIOLENCE
RESTITUTION	400.00	400.00				ACRES PROGRAM
EXTRADITION FEE	600.00	600.00				
	1100.00	1100.00				

Questionnaire

The user is presented with questions designed by the CSCD that are required in order to complete a web report. We can have multiple question templates, for example Taylor has a default and Sex Offender template which adds one more question. Below are example questions from Taylor county.

1. Have you been arrested since your last contact with your probation officer? Yes/No Please Explain
2. Has your address changed from the information below? Yes/No
3. Has your phone number(s) or email address changed from the information below? Yes/No
4. Has your employer changed from the information below? Yes/No
5. Our records show you are \$ 690.00 delinquent in your court ordered payments. Will you be making a payment today? Yes/No

6. Do you have 2 references with a complete address and phone number different from below? Yes/No

If the user answers with Activity, more follow up questions will be displayed.

We assume the questions will be similar but the application is open for unique questions to the county **so if you have different question please let us know with instructions on when to show more questions and what to ask.**

QUESTIONNAIRE

1. Have you been arrested since your last contact with your probation officer? Yes No

2. Has your address changed from the information below? Yes No

Address 316 N LAMAR State TEXAS
City AUSTIN Zipcode 78703
Move Date

3. Has your phone number(s) or email address changed from the information below? Yes No

Home Phone 512-347-1366 Email RANDALL@CORRECTIONS SOFTWARE.COM
Cell Phone 512-347-1310

4. Has your employer changed from the information below? Yes No

Employer Name MCDONALDS Phone 512-876-2345
Address 5511 FRANCIS State TEXAS
City AUSTIN Zipcode 78703
Hire Date 07/01/11 Wages 10PH
Supervisor RONALD MCDONALD

5. Our records show you are \$ 2,150.00 delinquent in your court ordered payments. Will you be making a payment today? Yes No

6. Do you have 2 references with a complete address and phone number different from below? Yes No

Reference Name JOE SCHMO Phone 210-874-3214
Address 5938 CLEARWATER State TEXAS
City SAN ANTONIO Zipcode 78238
Reference Name MARY MOLLY Phone 512-876-1234
Address 9876 ELM ST State TEXAS
City AUSTIN Zipcode 78749

Comments

I hereby certify that the above statements are true and correct to the best of my knowledge.

Submit Answers and/or Proceed to Make Payment

Located at the bottom of the page are the users submit options. Depending on their "Allow Web Reporting" configuration from case tracking the user will see different submit options. If the user is set to "PAYMENTS WITH REPORTING" they will have 3 submit options to complete the process.

Complete Web Reporting Only - No Payment

Submit answers and create chrono

Complete Web Reporting & Proceed to Payment Website

Submit answers, create chrono, enter payment amount, redirect to payment gateway

Proceed to Payment Website - No Report

Enter payment amount and redirect to payment gateway.

Complete Web Reporting Only - No Payment
 Complete Web Reporting & Proceed to Payment Website
 Proceed to Payment Website - No Report

SUBMIT

If the user is set to "PAYMENTS NO REPORTING" they will not see and questionnaire and will only see a MAKE PAYMENT button that will prompt a payment amount and redirect to payment gateway.

MAKE PAYMENT

Make a Payment

When the user decides to make a payment they will be prompted with an amount to charge for each cause present.

employer changed from the information below? Yes No

Payment Amount

Cause	Balance	Delinquent	Amount
PTBS1001	1050.00	1050.00	<input type="text"/>
PTBS1002	1100.00	1100.00	<input type="text"/>

Proceed to Process Payment

After the user click on the 'Proceed to Process Payment' they will be redirected to a payment gateway to complete payment.

**Example from Certified Payments*

Certified Payments



This transaction is being processed by Certified Payments. If you would like more information about Certified Payments, visit the Certified Payments Website.

Please choose one of the following payment methods:



Invoice Information

Invoice Item	Amount
Cause Number PTBS1001	\$15.00
Cause Number PTBS1002	\$29.00
	Subtotal \$44.00
	Convenience Fee \$11.90
	Total \$55.90

Payment Information

Note: Bold fields are required.

Card Number	<input type="text"/>
Expiration Date	<input type="text"/> / <input type="text"/>
Security Code	<input type="text"/> <small>What is this?</small>
First Name	<input type="text"/> JOHN
Last Name	<input type="text"/> DEMO
Billing Address	<input type="text"/>
City	<input type="text"/>
Country	<input type="text"/> US
Telephone	<input type="text"/>
Middle Name	<input type="text"/>
Name Suffix	<input type="text"/>
(continued)	<input type="text"/>
State	<input type="text"/>
Postal Code	<input type="text"/>
Email	<input type="text"/>

Legal Notice

Certified Payments provides a service for consumers and businesses to make payments via their credit card for various types of services and taxes. By utilizing Certified Payments, you, the cardholder, are subject to the following terms and conditions. By submitting your payment through Certified Payments, you are agreeing to the terms and conditions listed in the Legal Notices link below. Please read all terms and conditions carefully.

[Certified Payments Legal Notice](#)
[Certified Payments Privacy Statement](#)

Web Reporting Registration

At cssreporting.com the user will see:

LOGIN

USER NAME: *

PASSWORD: *

pink eskytig

Type the two words:

Keep me logged in.

Log In

Not registered yet? | Lost Password? | Lost Activation?

Click on 'Not Registered Yet?'

User will then see:

NEW ACCOUNT

USER NAME: *

rjones check

PASSWORD: * (min. 8 chars, 1 digit, 1 unique char.)

CONFIRM PASSWORD: *

COUNTY OF PROBATION: Select County

WEB REPORTING ID: *

DATE OF BIRTH (MMDDYYYY): *

E-MAIL: *

SECURITY QUESTION: *

SECURITY ANSWER: *

Rec. rivals

Type the two words:

Register

Already registered? | Lost Password? | Lost Activation?

To complete registration, the user will need their **WEB REPORTING ID** from the probation officer. Along with the ID, the user must present the same **Date of Birth** that CSS Case Tracking has stored and the county associated with the probationer.

There is a feature in that can be set for your county in regards to email validation. The options are **1:** only allow registration if email entered at registration matched the email the officer has in Case Tracking or **2:** Update Case Tracking's email if blank from the email the user enters at registration.

The user will create a custom User Name, Password, and security question.

Upon successful registration, the user will see a banner at the top informing them a confirmation email was sent.



The email will be from 'Account Confirmation' and subject 'Account Confirmation' with a link to complete registration.

“

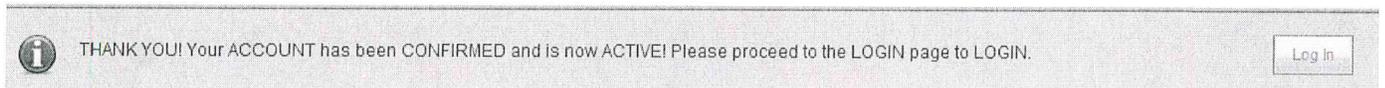
Hello USERNAME,

To complete your registration process, please click on the link below to confirm and activate your account.

<https://www.cssreporting.com/cas/login/account-activation.php?aid=d9c0c1814229c9d7f78a7e860ff9791c82a22dba>

”

After clicking on the link it will prompt a success message and the user will be able to log in.

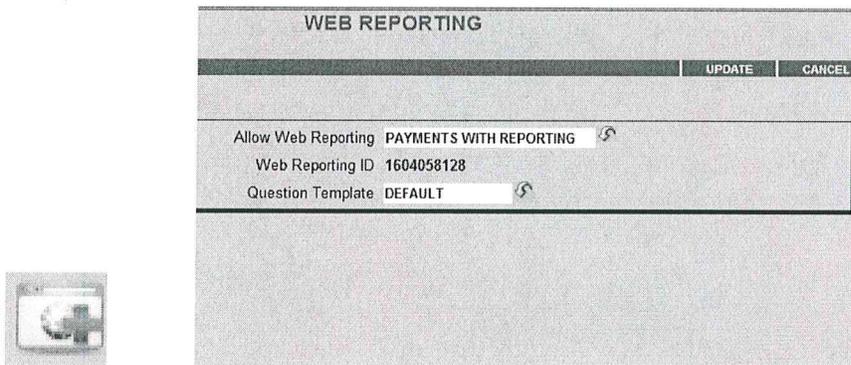


Web Reporting Process

1. Configure Web Reporting options from case tracking
2. Probationer receives document with web reporting instructions including the Web Reporting ID.
3. Probationer follows instructions and proceeds to <https://www.cssreporting.com>, then click on 'Not Registered Yet?' to begin registration
4. Probationer logs into account after successful registration. They can now view probation information.
5. Probationer can answer a questionnaire and submit web report and/or submit payment amount to payment gateway.
6. CSS will receive a chrono with detailed info on what the user answered.
7. The payment will be included on the payment gateways statements.

Web Reporting Case Tracking Integration

Each person can be configured from the person screen. A new icon will appear to pop a web reporting screen *when the officer receives Web Reporting clearance*. From here you will have the option to deny access to the user (even after they are reporting), allow payments with no reporting, allow payments and reporting or allow for the viewing of information without reporting/paying. If 'allow payments no reporting' is selected, the user will see limited information and be able to make a payment. If 'view only' is selected, the user will be able to see what is owed and the next appointment, but will not be able to report or make a payment.



On the web reporting screen there will be a 'Web Reporting ID'. This is unique to each probationer and will be given to them along with the website to register and login. The user will need the correct birthday, and web reporting id to register with a custom username and password. During registration they are asked for email... we have a configurable option to with validate the email to be the one in CSS OR populate CSS email with registered email if CSS email is blank.

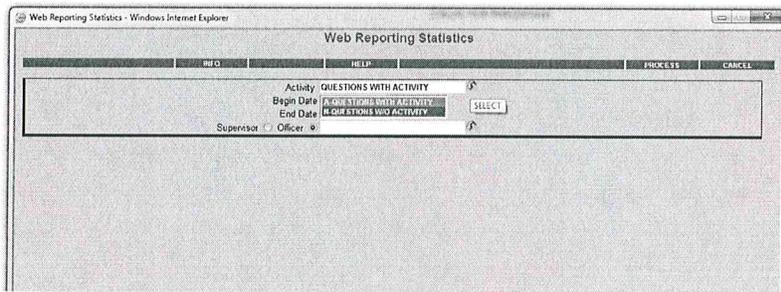
When the user submits a web report, it will auto chrono to the case with everything they answered and a contact will be created for WEB REPORT.

CSS Reports

Under the CSS Reports menu, we have 2 new reports to help track web reporting.

Web Reporting Activity (Compliance)

This report will select web reports for a time range and show what activity if any was noted on each question. Activity would be a user answering Yes to have you has a change of address for example. This helps to see people that submitted a report but had no new activity to report, or to see only people with activity to report.



SID	Name	Officer	Web Report Date	Q1	Q2	Q3	Q4	Q6	Q7	Comments
8432818	PRICE, WILLIAM CARL	MMB	11/16/11	N	N	N	N	Y		
6638686	BATES, DEJON MARIE	RS1	11/11/11	N	N	Y	N	Y		I thought i sent this on 11/2 or 11/9 but nothing was changed when i logged in again. I received a letter from my probation officer that I was still past due. It also shows in the system I am past due. I am sending 67.00 today and the complete balance
6638686	BATES, DEJON MARIE	RS1	11/05/11	N	N	N	N	Y		
6638686	BATES, DEJON MARIE	RS1	11/05/11	N	N	Y	N	Y		
5449980	BOLTON, MICHAEL	RS1	11/04/11	N	N	N	N	Y		

Web Access Listing (Departmental)

This report will show you general stats of who is supposed to be reporting but is not, or the dates of reports for a time frame.

Web Reporting Demo

We have set up an account for customers to view and demonstrate the web reporting process before it is actually implemented in the county.

To view an existing registered account you can go straight to <https://www.cssreporting.com> and log in as Username: cssdemo Password: County@123 (case sensitive). This will show you the probationers view.

To see the chrono, configure web reporting options, get information to register new user, or test run the reports you can login into our demo CSS application at <https://ww1.csscustomer.com>. The CSS user will be User: demo Password: County @123 (case sensitive).

Feel free to enter a new case or register on one of the existing cases and go thru the registration process.

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