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ReportBox User Guide

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Document revision history			
Version	Date	Name / Role	Changes
0.1	29/03/2017	Jos Flury	First draft
0.2	20/05/2017	Larissa Drysdale Mathys Breidenbach	Review

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1 Introduction

One of the key tasks of a hotline is that the general public can anonymously report potential illegal activities to the hotline.

The **ReportBox** is a ZiuZ software product developed in close concert with the INHOPE Foundation. It is intended for hotlines that want to include public facing forms on their website to receive, store and process these reports, without the need to create a form creating and handling application.

The ReportBox is implemented as a service in the cloud. In order to use the system, a hotline employee (the **user** in the following) has to open a web browser, navigate to the ReportBox's website and logon. On this website the user has a number of options.

The three primary options are: to design a simple web form for the public to enter information on (1), to deploy and include this form in the web site of the user's hotline (2) and to process incoming reports from the general public (3).

Once this form is part of the hotline's website, the general public can use the form to report illegal activities to the hotline. The information entered by the public on the form will be stored as a report in a hotline specific database included in ReportBox.

To access and manage these reports the user has to navigate to the ReportBox's website, logon and choose the 'pending reports' page. The user can select a report to review and decide what actions to take. Typical actions are: change the status of the report or deciding the report is 'done'.

In addition the ReportBox offers the user the option to review the history of reports and to export the raw data of those archived reports. With this raw data users can create their own statistics.

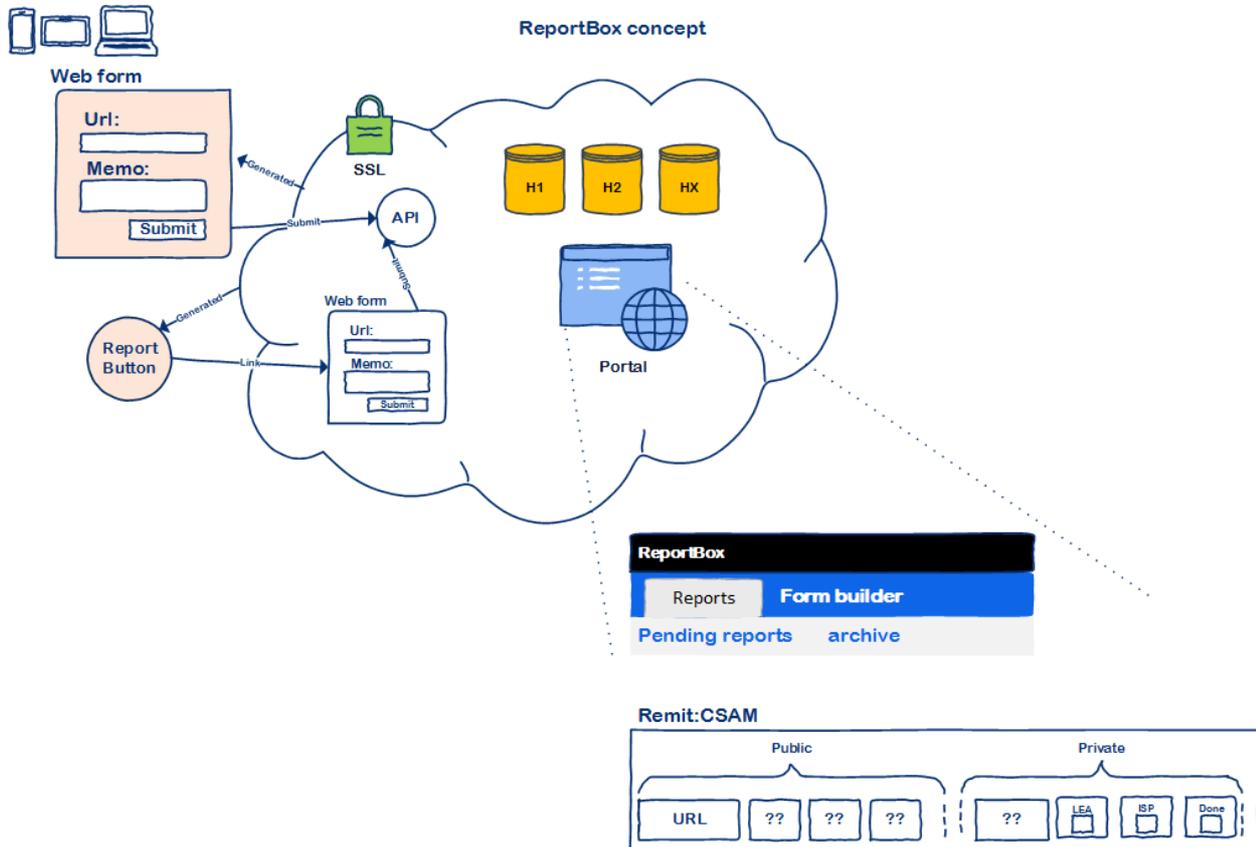
ReportBox can be found on: rpbox.net

This User Guide will familiarize the user with the ReportBox service.

The intended audience for this User Guide is the hotline employees involved in using the ReportBox.

2 Concept

The following graphic depicts the concept of the ReportBox.



The 'middle cloud' depicts the boundaries of the ReportBox and can be explained as follows:

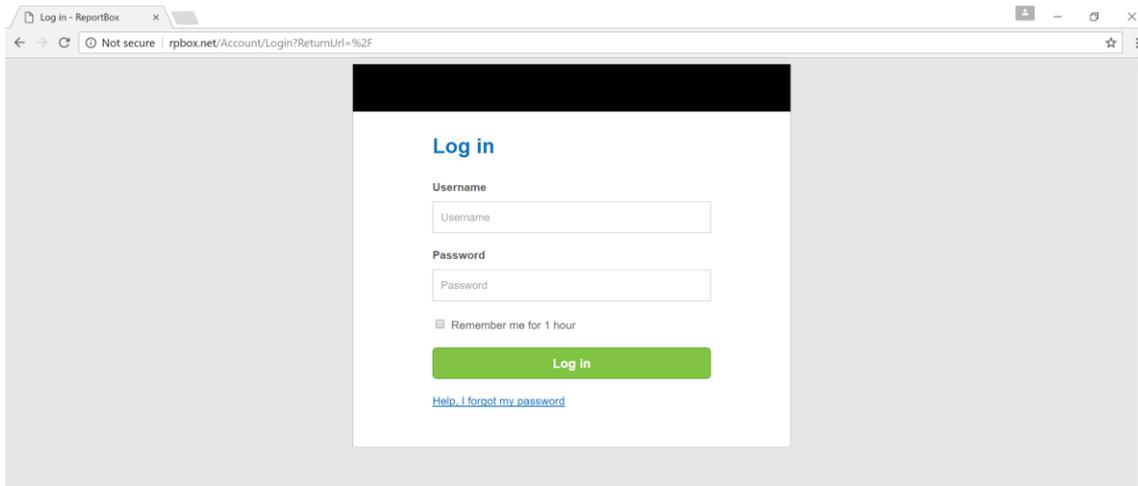
- There will be a separate database for every connected hotline;
- The connection to the ReportBox will be secure;
- Hotlines need a username / password to access the ReportBox;
- Users can design simple public facing web forms;
- These web forms can be included in the web site of a hotline;
- The web form will be displayed properly on different devices;
- Alternatively a link (report button) to the web form can be included in the web site of a hotline;
- Data entered in the web form by the public will be stored as a report in the hotlines' database;

- Reports can have public and private components; i.e. components that are entered by respectively the public and the hotline;
- Hotlines can process reports through the web portal of the ReportBox;
- Reports that are 'done' will be moved to the archive.

3 Getting access

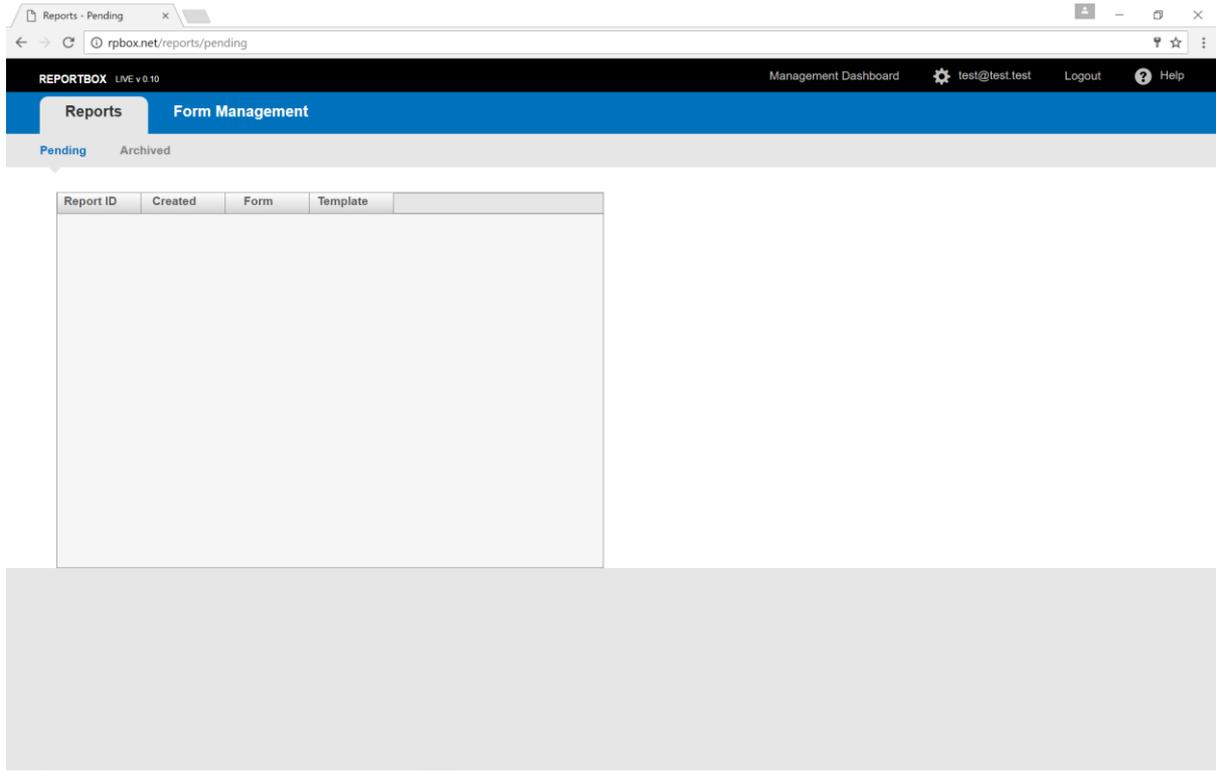
To get access to the ReportBox you have to open a Chrome web browser. While other browser should work, formally only Chrome is supported. In the address line of the browser you have to type the URL of the ReportBox service: rpbox.net

Before you can use the functionality of the ReportBox, you will be presented with the login screen:



You will have to type the user name and password that were provide to you by the INHOPE system administrator.

After a successful login the main page will be shown. The two tabs of the main page reflect the functionality that is explained in the next paragraphs.



4 Definitions

Throughout this manual, in the ReportBox user interface and in the communication between INHOPE, ZiuZ and participating hotlines, we will use the following definitions.

Form

A form can be used by the public to report about a specific topic. Typically a Hotline will have different forms for different areas of operation, e.g.: a form for CSAM, a form for Grooming, a form for Violence or a form for Donations. The content which is shown to the public will be based on its currently published template.

Form type

A form can be based on a predefined form type. In the current version of the ReportBox only the form type CSAM has been configured. The Form Type defines which components will be mandatory when a template is created, e.g.: The URL field of the CSAM form type will be mandatory.

Report

When the public enters information in a form on a hotline's website and clicks the <Submit> button, the information will show up as a report on the pending report page for the form.

Archive

When the analyst processes a report on the pending reports page and checks the <Completed> checkbox, the report will be moved to the archive page. Reports on this page will be read-only.

Template

For a form to be included on the hotline's web site, it has to have at least one published template. The template determines the components and their layout on the form. A form can have multiple templates, but only one template can be published at the same time. A template is divided in two parts. A part with the components the public will see and one with the components only available for the analyst in the ReportBox when handling a report.

Mandatory Components

On each form there are mandatory components, e.g.: Submit and Done. These components are required because they provide basic functionality. There are also form specific mandatory components, e.g.: CSAM contains the mandatory component URL. INHOPE specifies which components will be mandatory for each specific form. This ensures that all data will be compatible and that statistics can be made.

5 Workflow

The workflow consists of a number of steps.

The first four steps have to be executed whenever a new form is created in the ReportBox.

The steps [2] to [4] have to be executed whenever a new layout for a form has to be created or reporting capabilities have to be added to or removed from the form.

The steps [5] to [7] contain the day to day operations of the ReportBox.

[1] Create form

[2] Create / edit template

[3] Publish template

[4] Include form in website

[5] Receive report

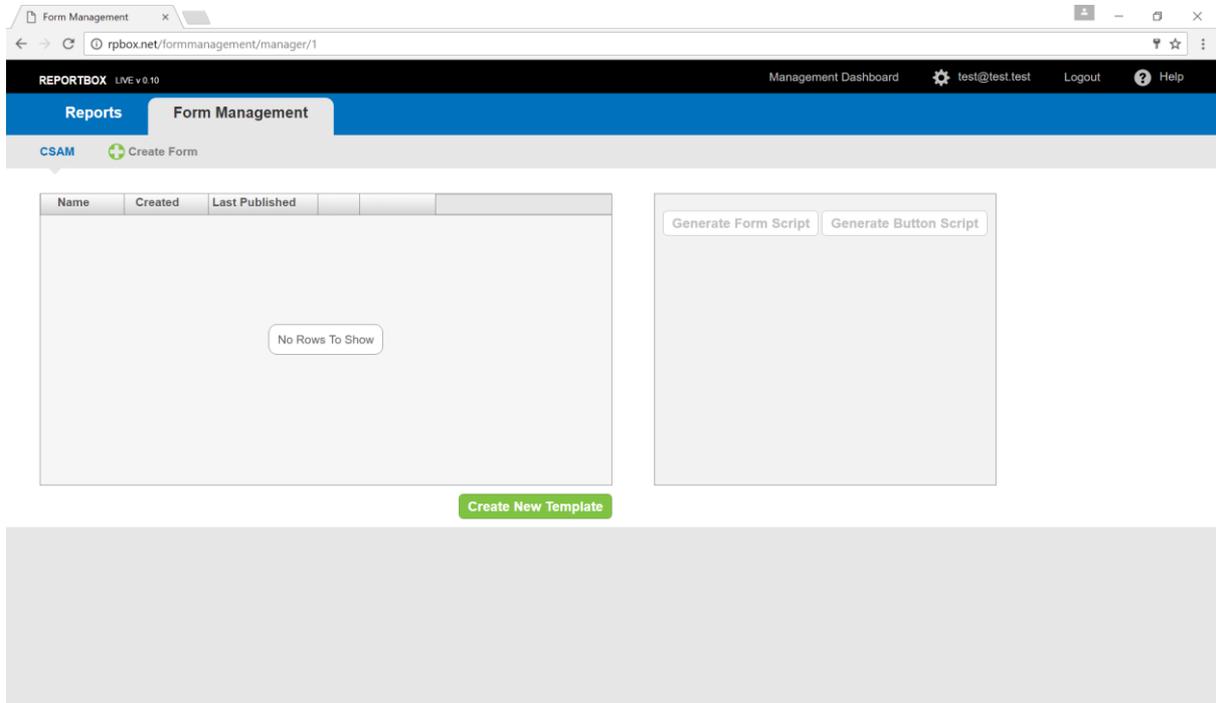
[6] Process pending report

[7] Review archive

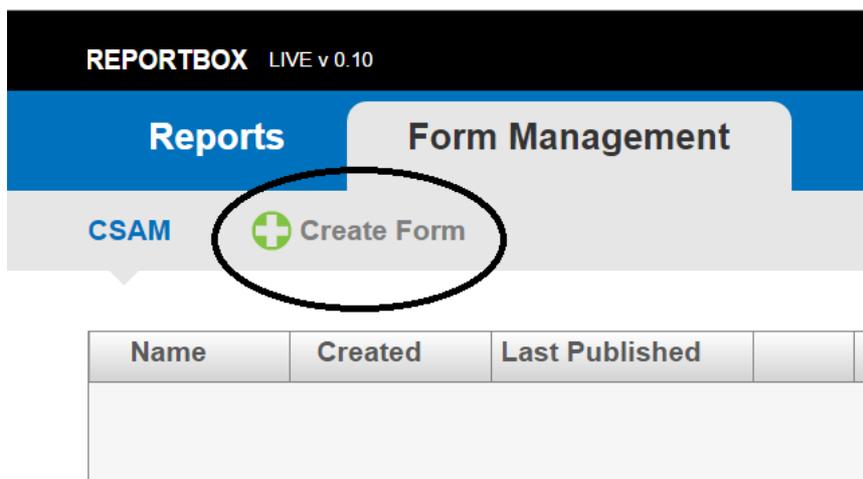
These steps will be individually described in the next paragraphs.

6 Create form

Selecting the **Form Management** tab will show you the following page.



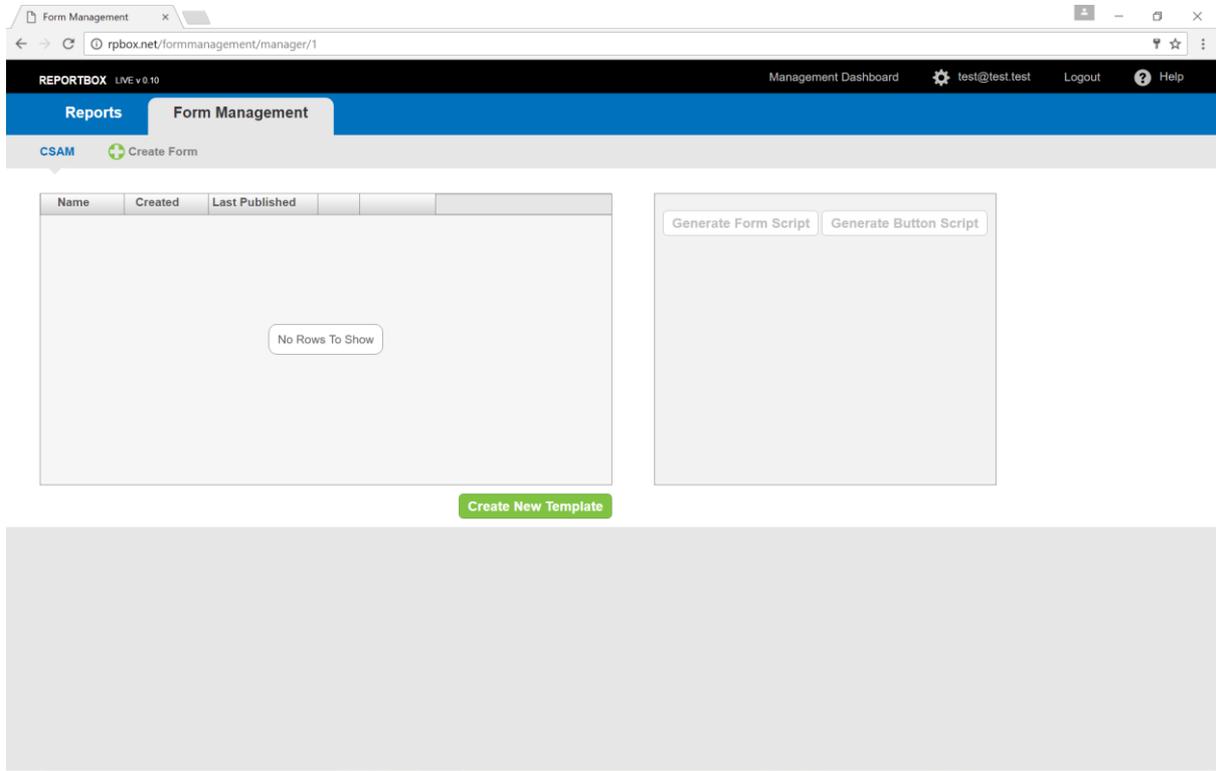
To create a new form, click the <Create Form> button.



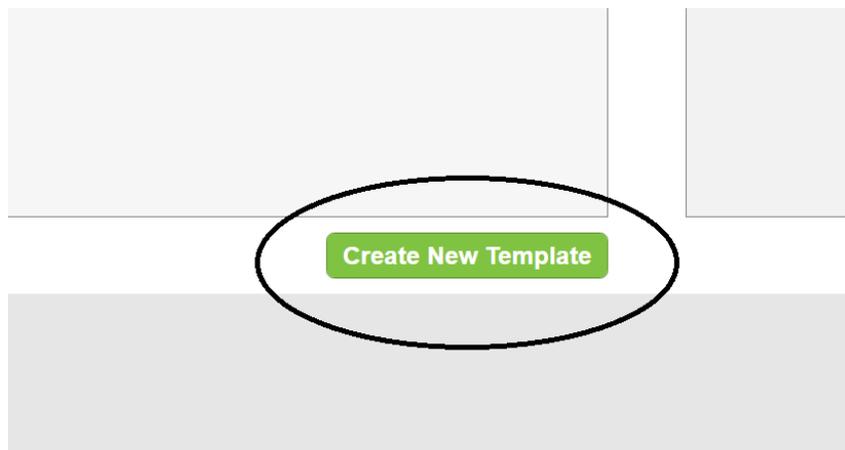
In the current pilot version of the ReportBox, the functionality to create a new form is not implemented yet. The only form available is the build in CSAM form.

7 Create template

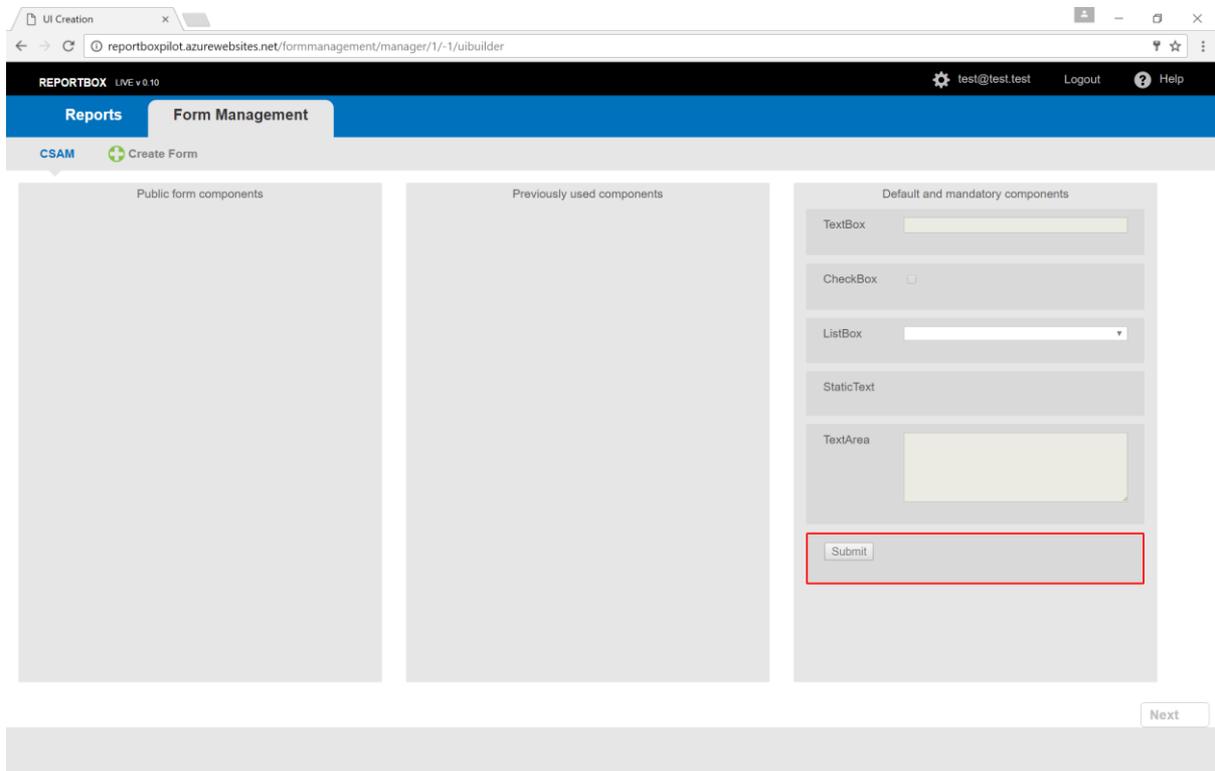
Selecting the **Form Management** tab will show you the following page.



To create a new template for a form, click the <Create New Template> button.

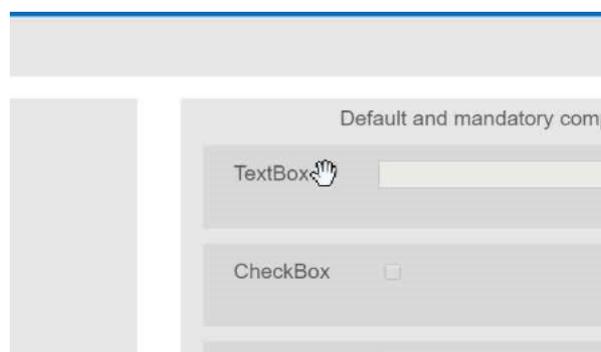


This will show the template creation and update page for the public form. This is the form that will be shown to the public to enter a report on.



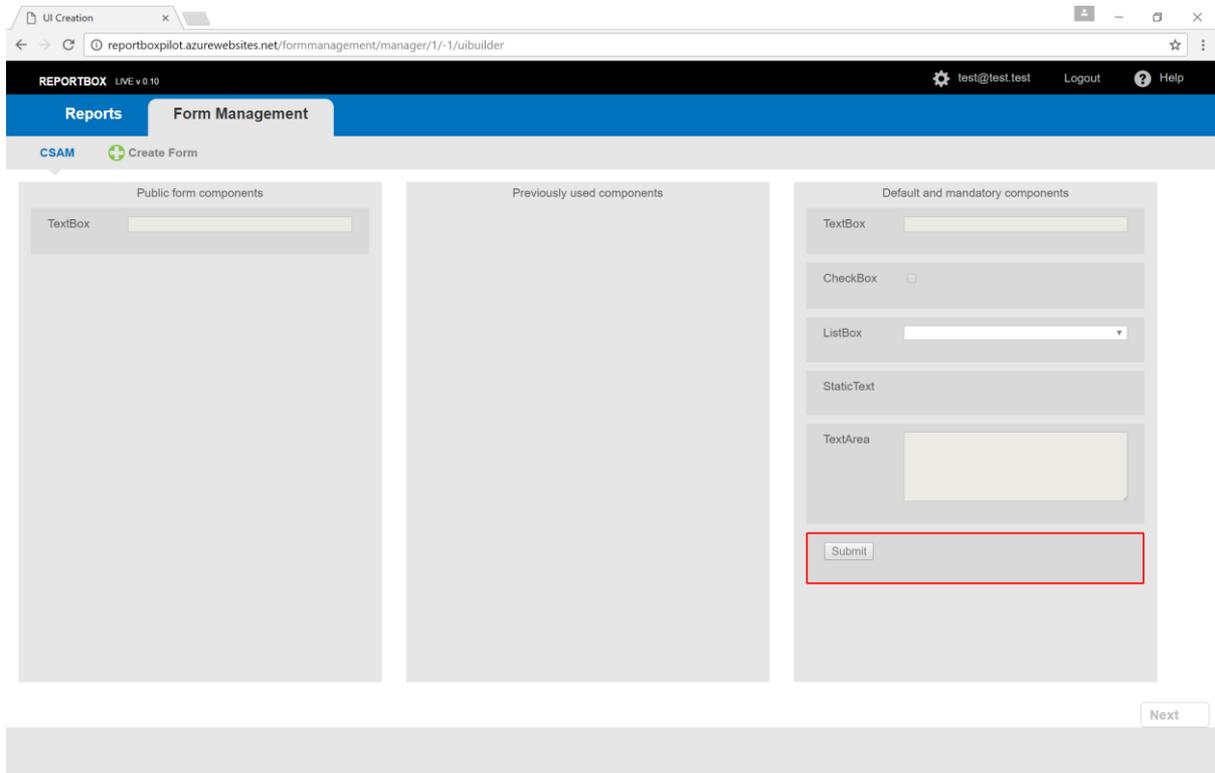
This page has three columns: on the right the <Default and mandatory components> column, on the left the <Public form components> column and in the middle the <Previously used components> column. The <Previously used components> column is described in the paragraph that addresses updating a previously created template.

To create a template, components can be dragged from the right column and dropped on the left column. To do this, move the cursor to the component you want to drag. When the cursor changes to the 'hand cursor', press and hold down the left button of the mouse to grab the component.

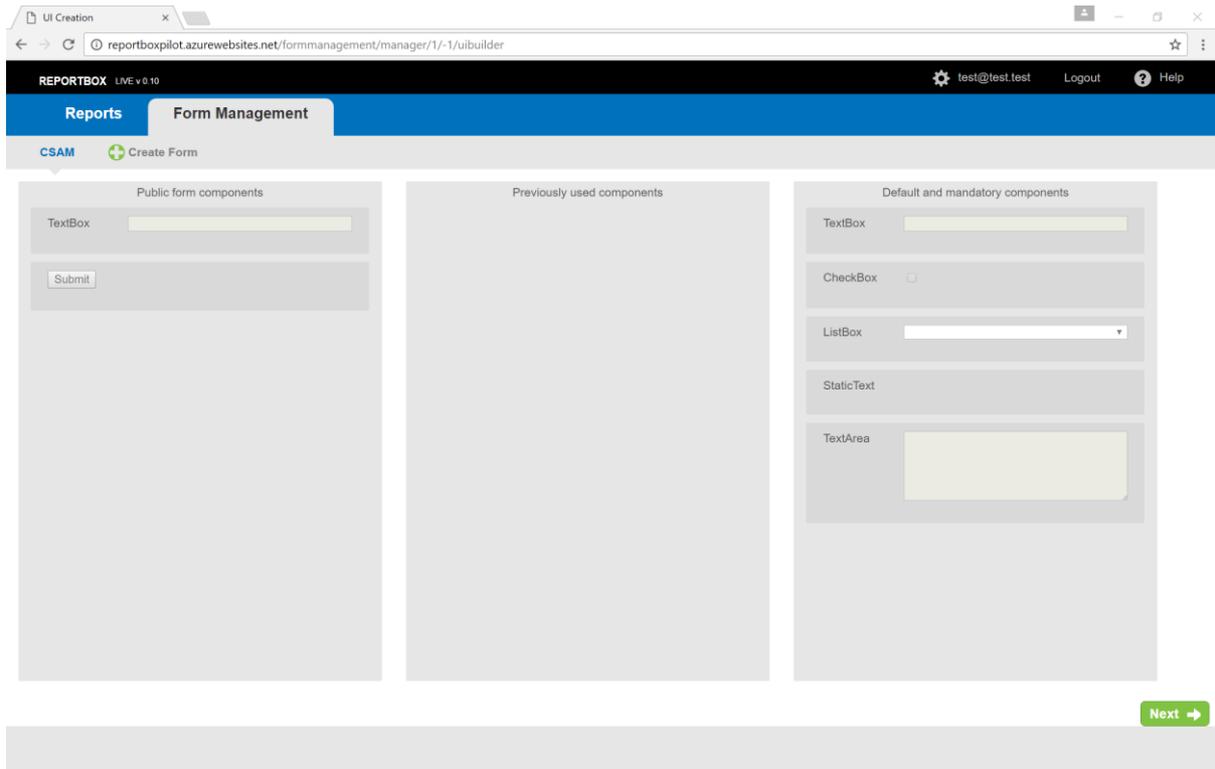


Drag to component to the left column by moving the mouse towards the column, while holding down the left mouse button. To drop the component, release the left mouse button.

After dragging and dropping a <TextBox> component to the <Public Form Components> column, the page will look like this:



Note that the <Next> button on the right bottom is still disabled. The reason for this is that not all mandatory components have been added to the template. The mandatory components have a red box around them. In the current CSAM Form only the <Submit> button is mandatory. Dragging and dropping the <Submit> component to the left column the page will look like this:



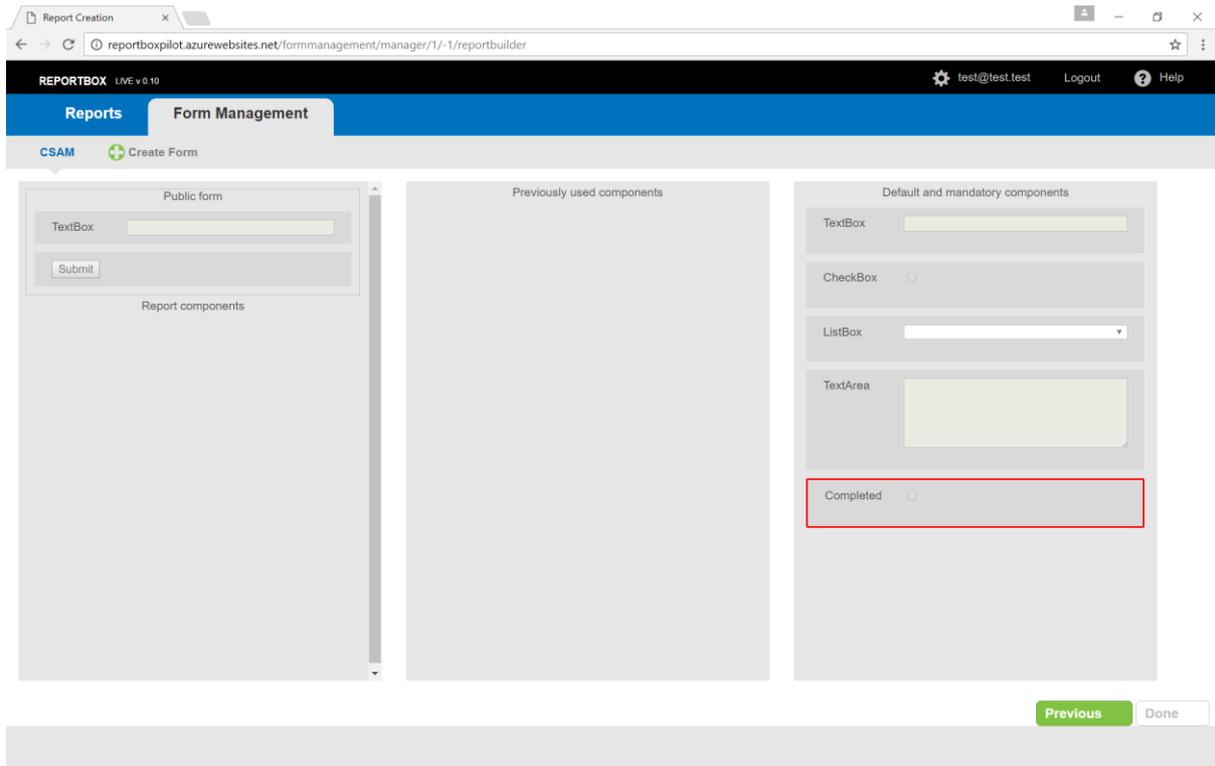
To remove components from the public part of the form during the template creation process, simply drag and drop them back from the left column to the right column. Be aware that any customization of the component will be lost by doing this.

The different types of components and their customization possibilities are described in the following sub-paragraphs per component type.

To continue to the next step of the Template creation click the <Next> button.



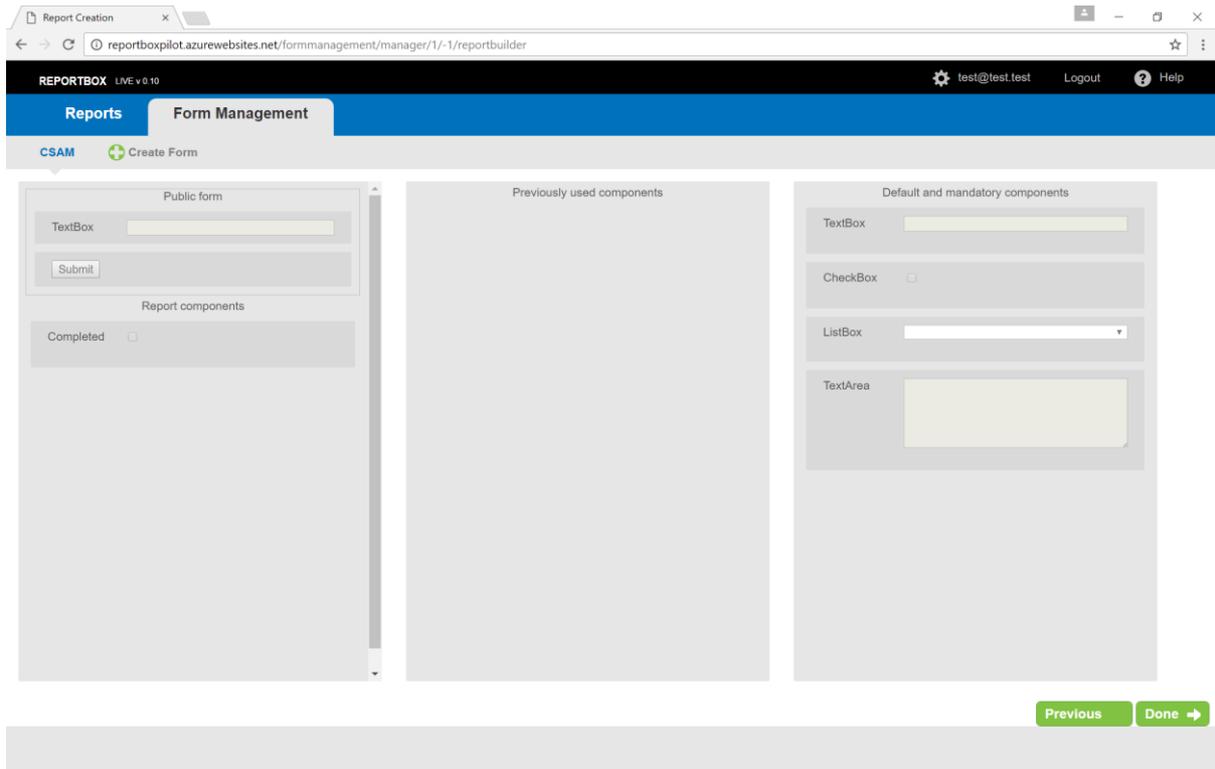
This will show the template creation and update page for the private part of the template. That is the part that will be shown while processing the report.



This page has three columns: on the right the <Default and mandatory components> column, in the middle the <Previously used components> column and on the left the column now contains a <Report components> section. The <Previously used components> column is described in the paragraph that addresses updating a previously created template.

The process for adding components to the private part of the template is identical to adding components to the public part of the template: by dragging components from the right column and dropped on the left column.

Note that for the CSAM Form the <Completed> button is mandatory. Dragging and dropping the <Completed> component to the left column the page will look like this:

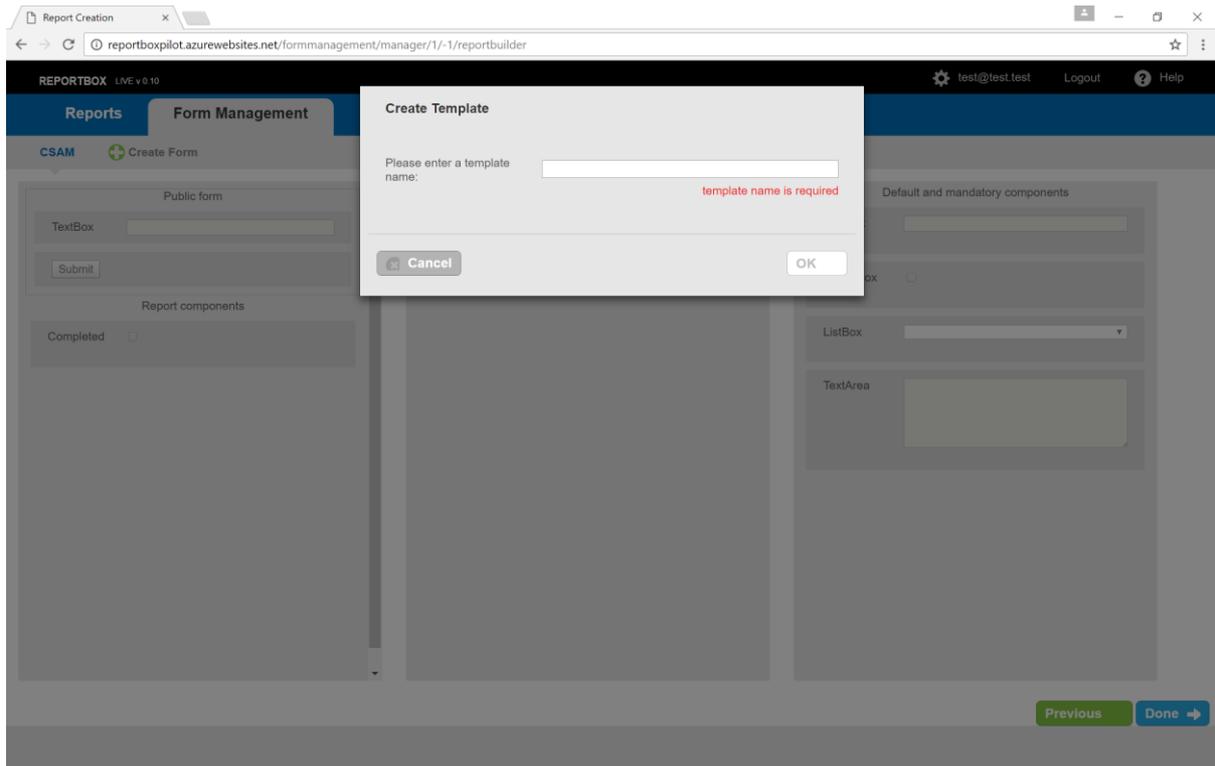


The <Done> button is now enabled.



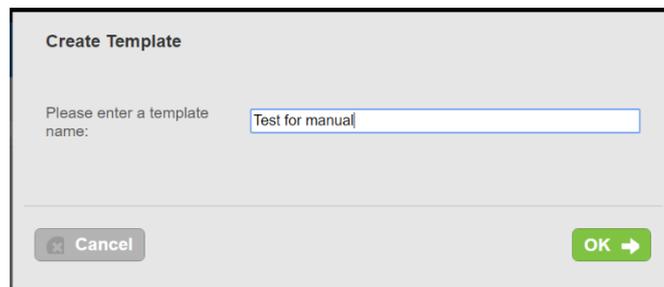
By clicking the <Previous> button you can go back to the creation of the public part of the form.

Clicking the <Done> button shows a window where a name for the created template must be entered.



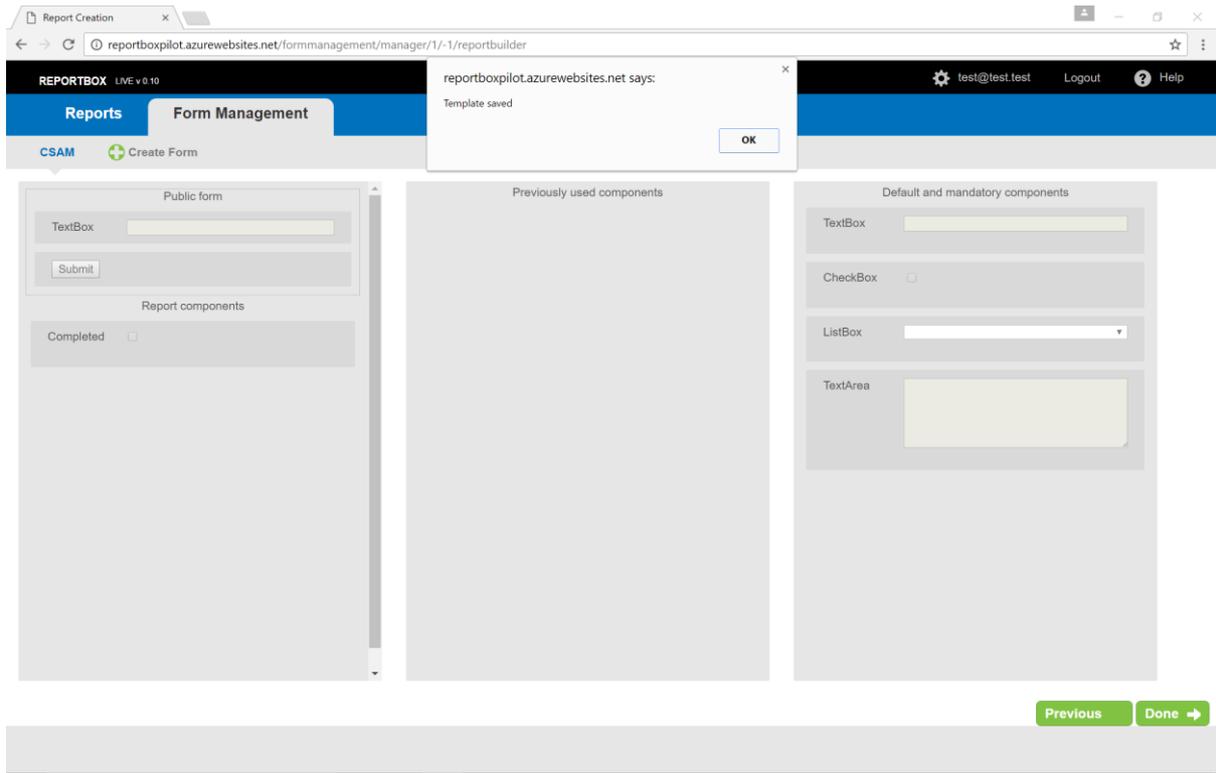
Entering a name will enable the <OK> button.

The name does not need to be unique but it is a good practice to give it a recognizable name.



By clicking the <Cancel> button you can go back to the creation of the private part of the form.

Clicking the <OK> button saves the template and shows a window to confirm that the template has been saved.



Clicking <OK> brings you back to the Form management page where the just created template will show up in the Template list for the CSAM Form.

7.1 TextBox component

Usage

The TextBox component is used for situations where the public or the analyst processing the report needs to enter one line of text in an input field on a form.

Customization

A TextBox that has been dragged and dropped on the template can be selected in the left column by clicking on it when the arrow cursor is shown. This will show the customization window with the options for the TextBox.

In the window the label for the TextBox can be customized and the TextBox can be configured as required, by selecting the <Value Required> checkbox. Clicking <OK> will set the customization for the TextBox only in the template that is being created or updated.

7.2 CheckBox component

Usage

The CheckBox component is used for situations where the public or the analyst processing the report needs to enter an acknowledgement on a form.

Customization

A CheckBox that has been dragged and dropped on the template can be selected in the left column by clicking on it when the arrow cursor is shown. This will show the customization window with the options for the CheckBox.

The screenshot shows a dialog box titled "Edit". Inside the dialog, there is a label "Please enter a new label:" followed by a text input field containing the text "CheckBox". Below this, there is a label "Value Required" followed by an unchecked checkbox. At the bottom of the dialog, there are two buttons: "Cancel" on the left and "OK" on the right, with a right-pointing arrow next to the "OK" text.

In the window the label for the CheckBox can be customized and the CheckBox can be configured as required, by selecting the <Value Required> checkbox.

Clicking <OK> will set the customization for the CheckBox only in the template that is being created or updated.

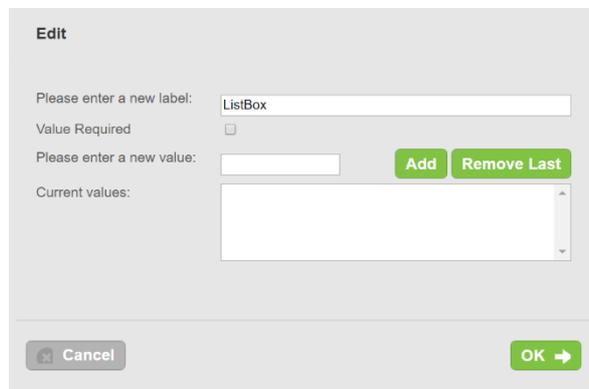
7.3 ListBox component

Usage

The ListBox component is used for situations where the public or the analyst processing the report needs to enter choice from a predefined list on a form.

Customization

A ListBox that has been dragged and dropped on the template can be selected in the left column by clicking on it when the arrow cursor is shown. This will show the customization window with the options for the ListBox.



In the window the label for the ListBox can be customized and the ListBox can be configured as required, by selecting the <Value Required> checkbox.

In addition the list of values for the ListBox can be composed, by entering a new value and clicking the <Add> button. The last added value can be removed by clicking the <Remove Last> button. Clicking <OK> will set the customization for the ListBox only in the template that is being created or updated.

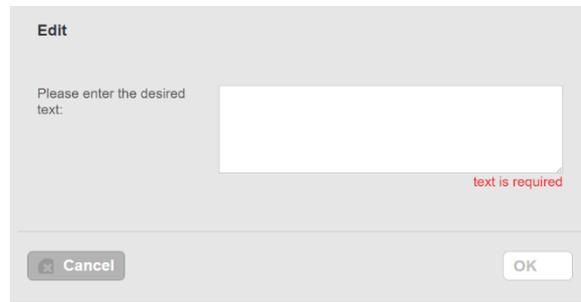
7.4 StaticText component

Usage

The StaticText component is used for situations where informative or explanatory text has to be added to the public part of the form.

Customization

A StaticText that has been dragged and dropped on the template can be selected in the left column by clicking on it when the arrow cursor is shown. This will show the customization window with the options for the StaticText.



The image shows a dialog box titled "Edit". Inside the dialog, there is a text input field. To the left of the input field, the text "Please enter the desired text:" is displayed. Below the input field, the text "text is required" is shown in red. At the bottom of the dialog, there are two buttons: "Cancel" on the left and "OK" on the right.

In the window a multiline text can be entered.

Clicking <OK> will set the customization for the StaticText only in the template that is being created or updated.

7.5 TextArea component

Usage

The TextArea component is used for situations where the public or the analyst processing the report needs to enter multiple lines of text in an input field on a form.

Customization

A TextArea that has been dragged and dropped on the template can be selected in the left column by clicking on it when the arrow cursor is shown. This will show the customization window with the options for the TextArea.

The screenshot shows a dialog box titled "Edit". Inside the dialog, there is a label "Please enter a new label:" followed by a text input field containing the text "TextArea". Below this, there is a label "Value Required" followed by an unchecked checkbox. At the bottom of the dialog, there are two buttons: "Cancel" on the left and "OK" on the right, with a right-pointing arrow next to the "OK" text.

In the window the label for the TextArea can be customized and the TextArea can be configured as required, by selecting the <Value Required> checkbox.

Clicking <OK> will set the customization for the TextArea only in the template that is being created or updated.

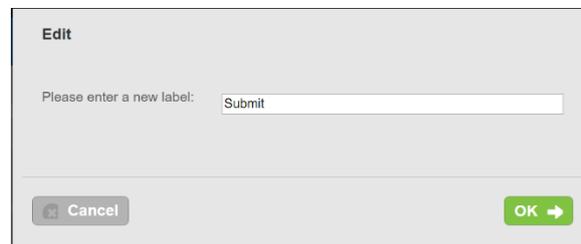
7.6 Submit component

Usage

The Submit component is mandatory as a public component to allow the public to submit the form content to the ReportBox.

Customization

A Submit button that has been dragged and dropped on the template can be selected in the left column by clicking on it when the arrow cursor is shown. This will show the customization window with the options for the Submit button.



The image shows a dialog box titled "Edit". Inside the dialog, there is a text input field with the label "Please enter a new label:" and the text "Submit" entered. Below the input field, there are two buttons: "Cancel" and "OK" with a right-pointing arrow.

In the window the text for the button can be customized.

Clicking <OK> will set the customization for the Submit button only in the template that is being created or updated.

7.7 Completed component

Usage

The Completed component is mandatory as a private component to allow the person processing the report to complete processing the report and move it the archive.

Customization

A Completed checkbox that has been dragged and dropped on the template can be selected in the left column by clicking on it when the arrow cursor is shown. This will show the customization window with the options for the Completed checkbox.

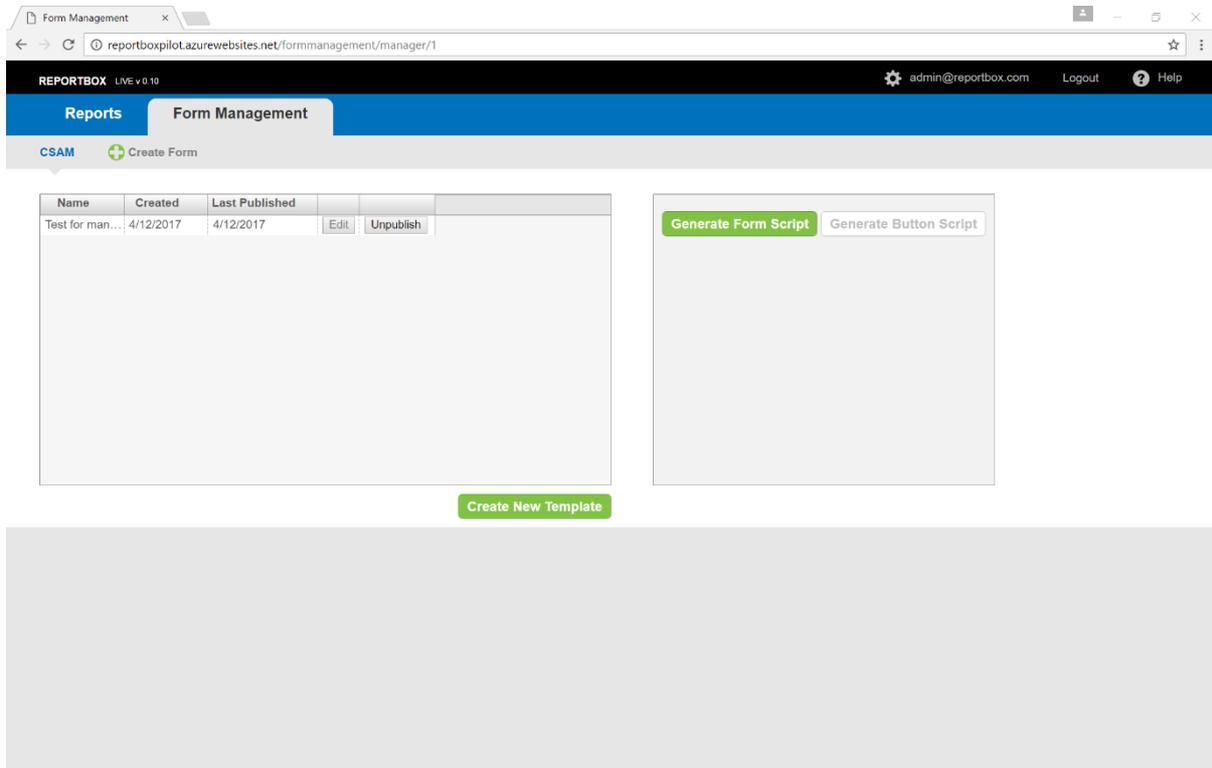
The image shows a dialog box titled "Edit". Inside the dialog, there is a text input field with the label "Please enter a new label:" and the text "Completed" entered. Below the input field, there are two buttons: "Cancel" and "OK" with a right-pointing arrow.

In the window the text for the checkbox can be customized.

Clicking <OK> will set the customization for the Completed checkbox only in the template that is being created or updated.

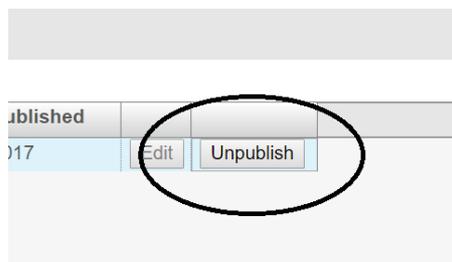
8 Edit template

Selecting the **Form Management** tab, when there are previously created templates for a form will show you the following page.

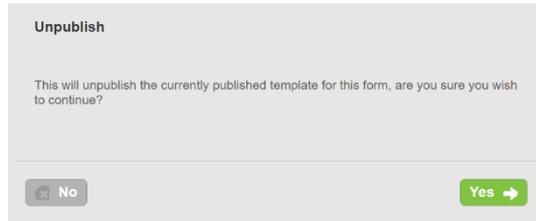


To edit a Template for a Form, the <Edit> button for the Template in the Template list grid needs to be clicked. However if the Template you want to edit is the currently published Template you first have to 'Unpublish' the Template. This can be done by clicking the <Unpublish> button. This will enable the <Edit> button.

Keep in mind that if you unpublish all templates the form will no longer be accessible for the public.



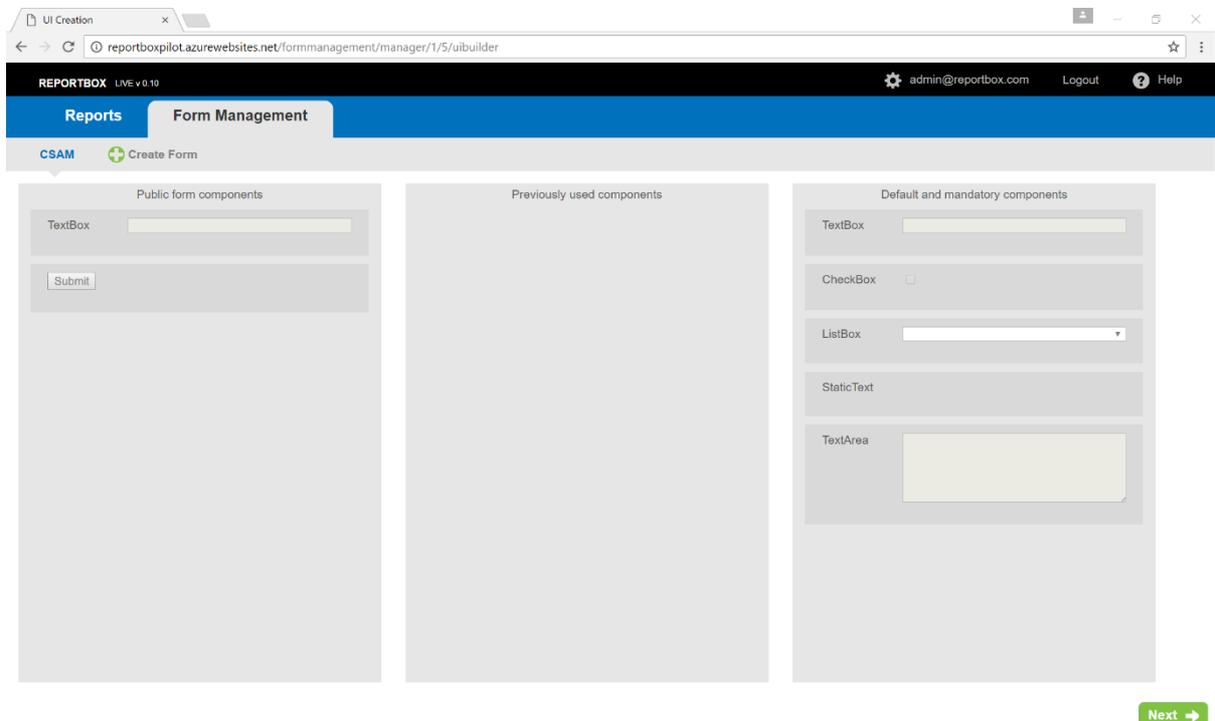
Clicking the <Unpublish> button will show the following window.



Clicking the <Yes> button will effectuate the 'Unpublish'. Now the <Edit> buttons is enabled and can be clicked to edit the Template



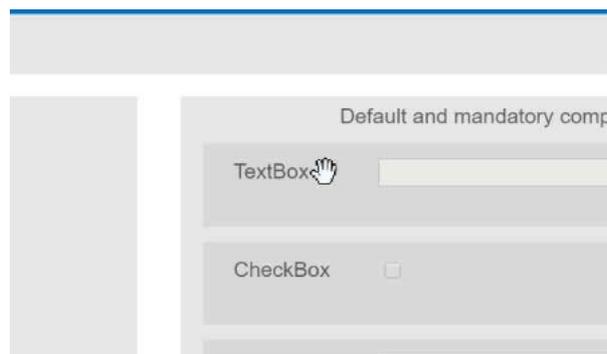
. This will show the template edit page for the public form with the previously created template.



This page has three columns: on the right the <Default and mandatory components> column, on the left the <Public form components> column and in the middle the <Previously used components> column.

To add components to the template, components can be dragged from the right column and dropped on the left column. To remove components from the template, components can be dragged from the left column and dropped on the middle column.

To do this, move the cursor to the component you want to drag. When the cursor changes to the 'hand cursor', press and hold down the left button of the mouse to grab the component.



Drag to component to the targeted column by moving the mouse towards the column, while holding down the left mouse button. To drop the component, release the left mouse button.

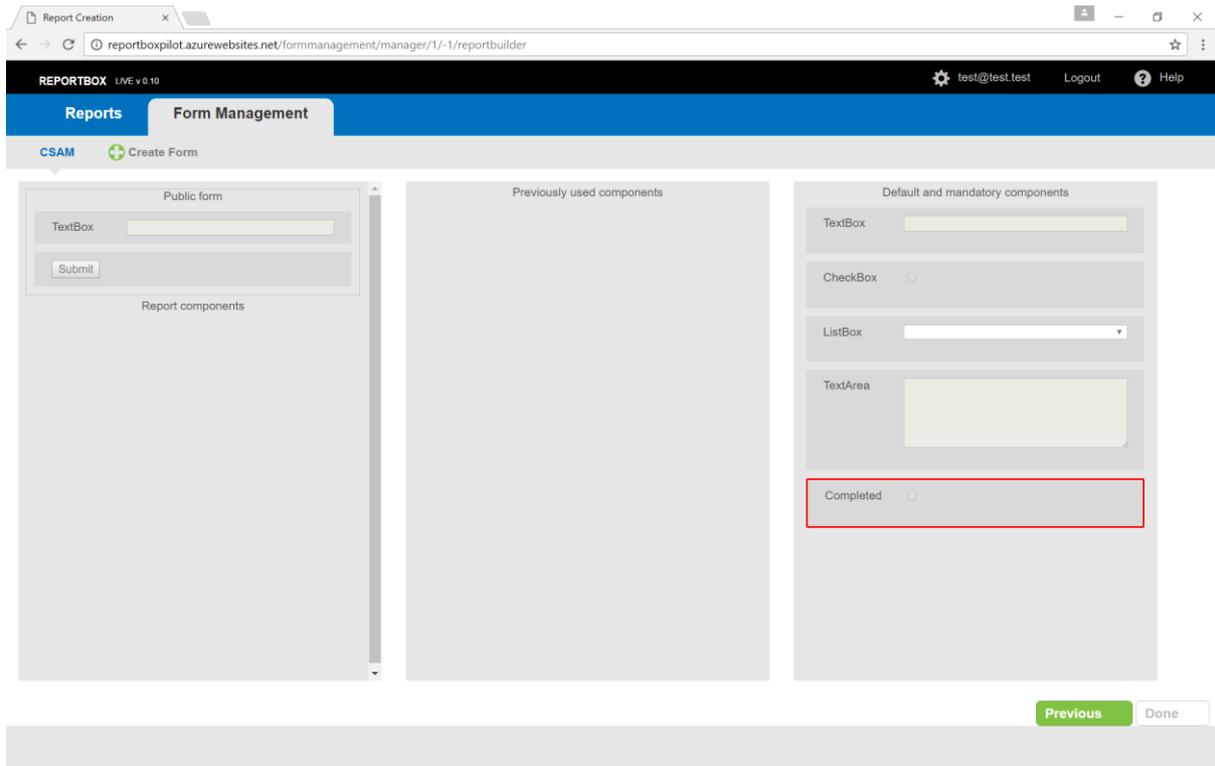
This process is described in detail in the paragraph 'Create Template'.

The different types of components and their customization possibilities are described in the previous sub-paragraphs per component type.

To continue to the next step of the Template creation click the <Next> button.



This will show the template creation and update page for the private part of the form. That is the part that will be shown while processing the report.



This page has three columns: on the right the <Default and mandatory components> column, in the middle the <Previously used components> column and on the left the column now contains a <Report components> section.

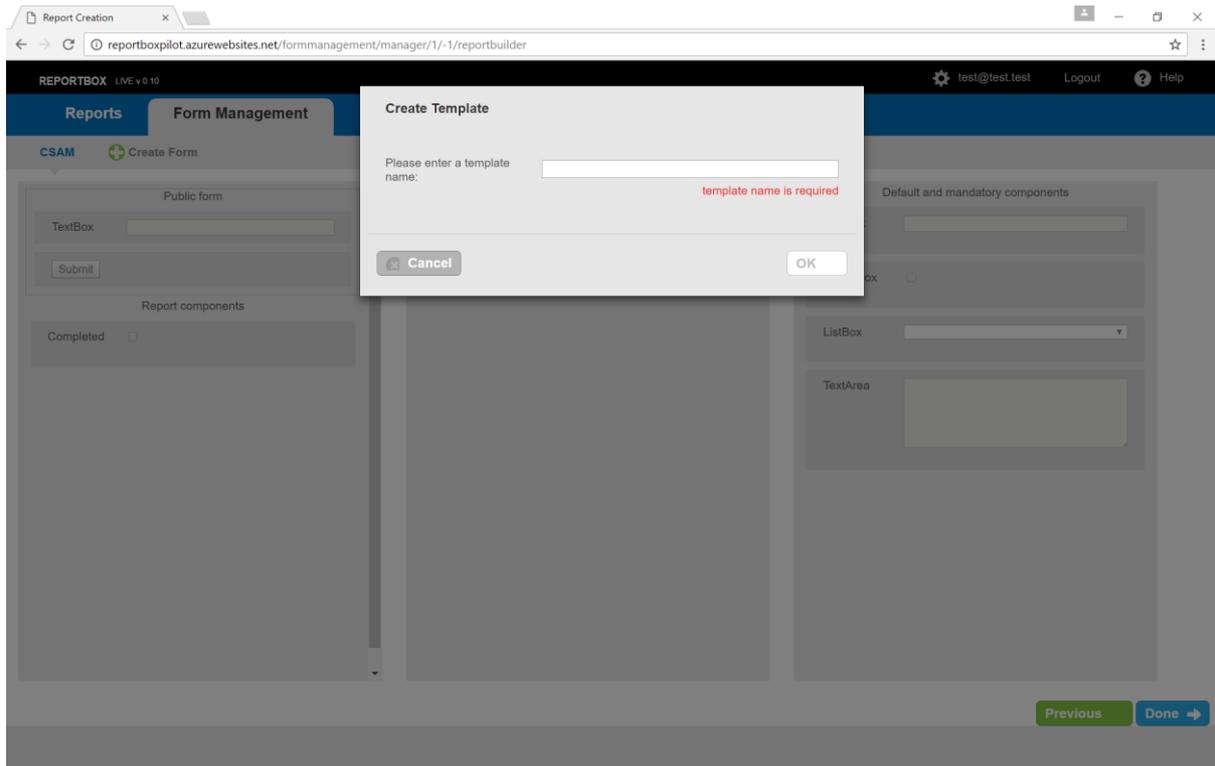
The process for adding components to the private part of the template is identical to adding components to the public part of the template.

To add components to the template, components can be dragged from the right column and dropped on the left column. To remove components from the template, components can be dragged from the left column and dropped on the middle column.

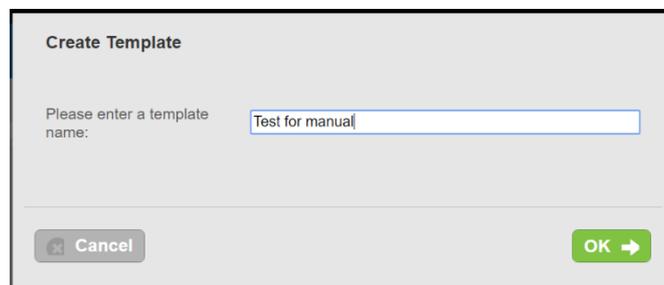


By clicking the <Previous> button you can go back to edit the public part of the form.

Clicking the <Done> button shows a window where a name for the edited template can be entered.

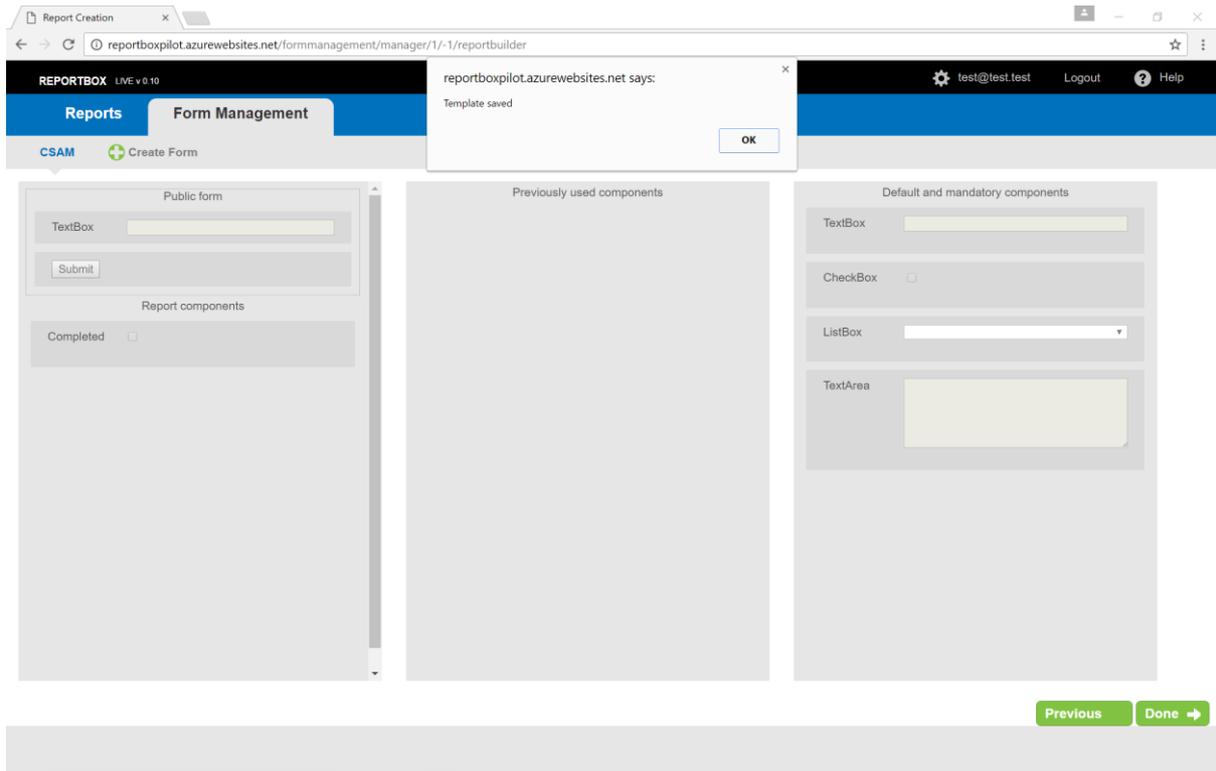


Entering a name will enable the <OK> button.



By clicking the <Cancel> button you can go back to the creation of the private part of the form.

Clicking the <OK> button saves the template and shows a window to confirm that the template has been saved.

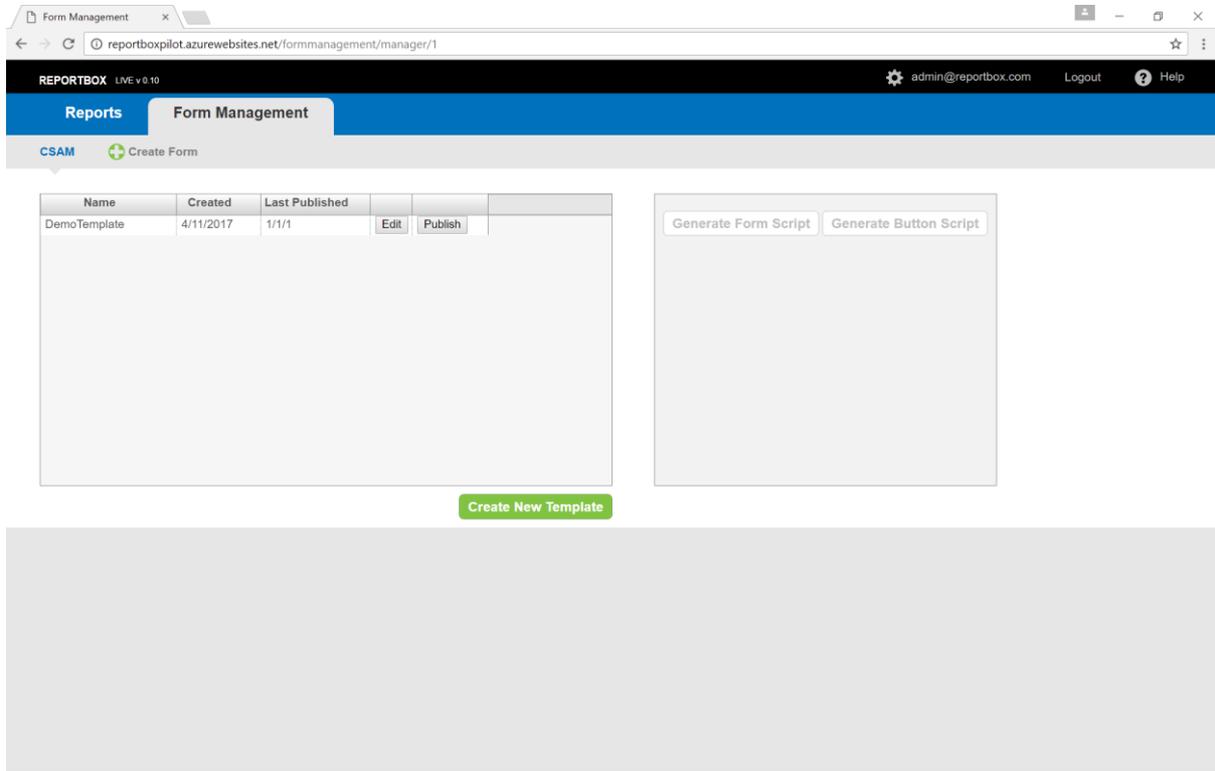


Clicking <OK> brings you back to the Form management page where the just edited template will show up in the Template list for the CSAM Form.

Don't forget to publish the edited form, to make it available to the public.

9 Publish Template

Selecting the **Form Management** tab will show you the following page.



This page will show the templates created for the selected Form type; in this case CSAM. Per template it will show the following two buttons:



Clicking <Edit> allows you to edit the template. This will be described in the paragraph 'Edit template'.

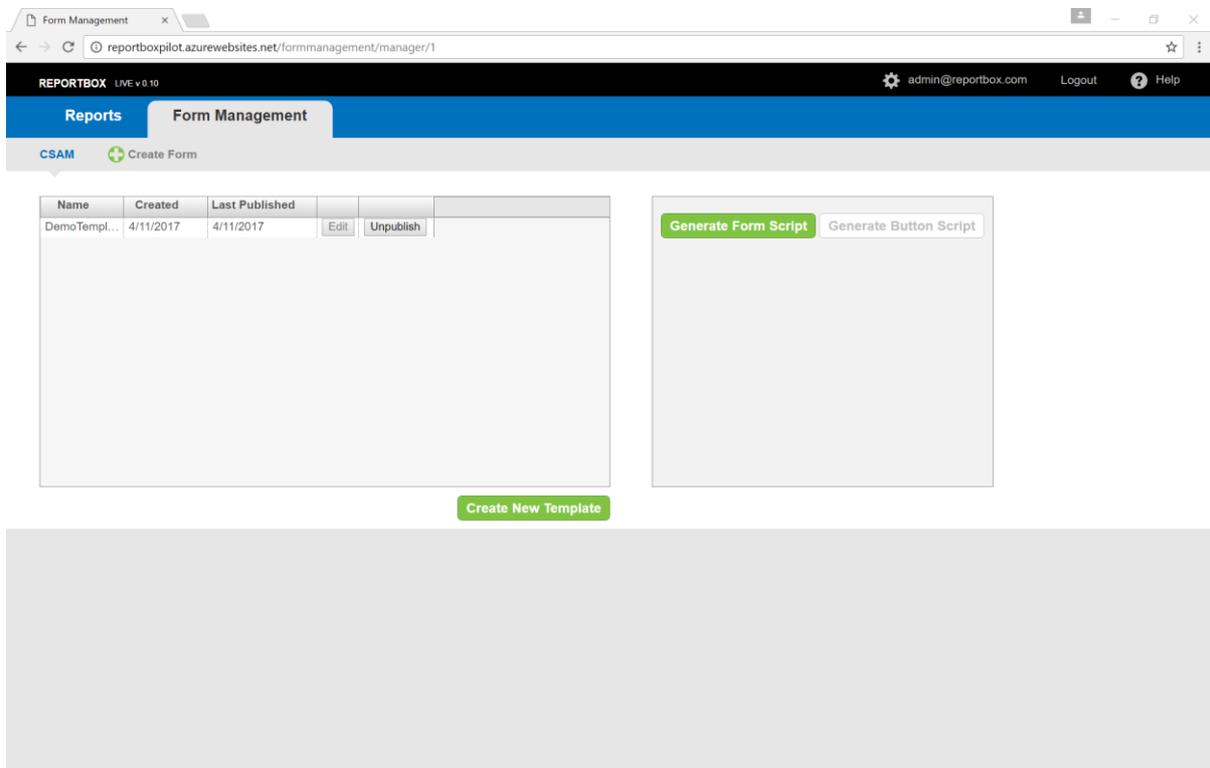
To publish the template simply click the <Publish> button.

This will show a window, asking you to confirm to unpublish the currently published template, if there is one.



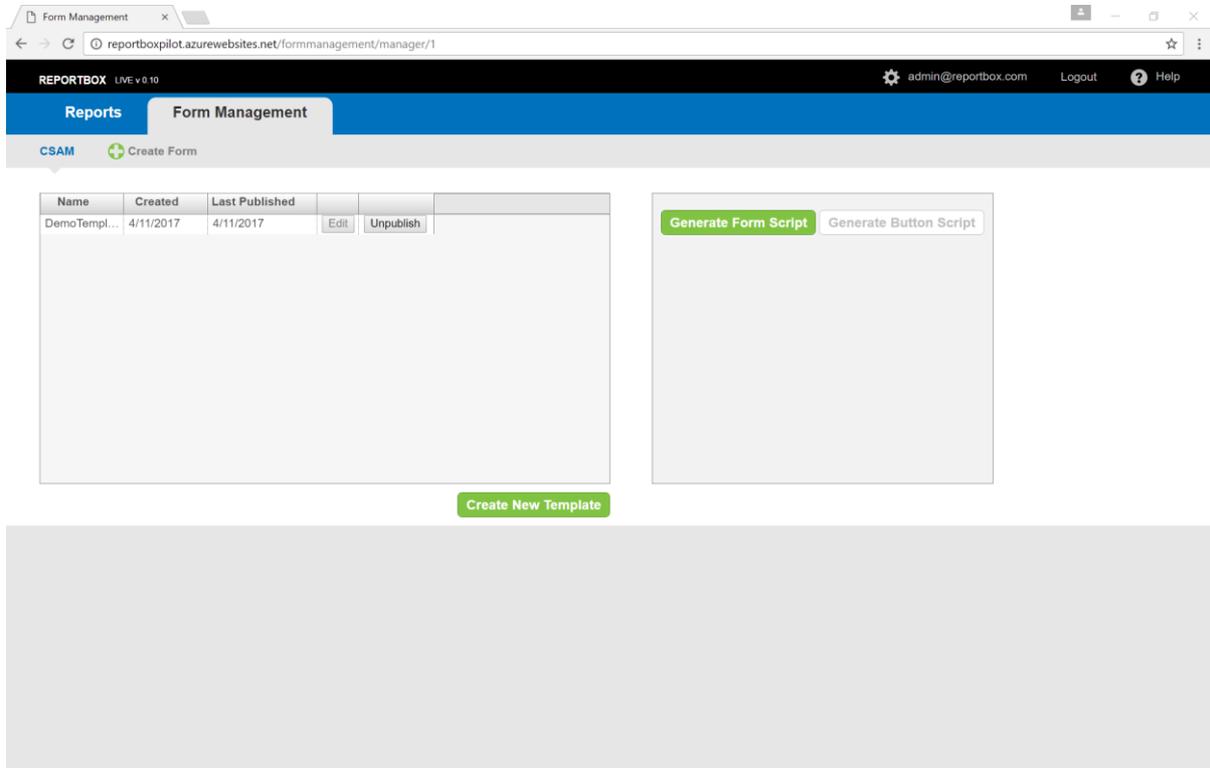
Confirming to publish, brings you back to the Form Management page, where the button behind the just published template has changed to <Unpublish>.

Keep in mind that if you unpublish all templates the form will no longer be accessible for the public.



10 Include Form in website

Selecting the **Form Management** tab will show you the following page.



On the right side of the page for the selected Form type, two buttons are visible:



In the current version only the <Generate Form Script> button is implemented. When there is at least one template the button is enabled. Clicking this button will show you the HTML code to include in your own website to show the published Template for the Form to the public.

Generate Form ScriptGenerate Button Script

Scripts:

```
<script type="text/javascript"
src="https://ajax.googleapis.com/ajax/libs/jquery/3.1.1/jque
```

Place this in your headers

Body:

```
<div class=rbform></div>
```

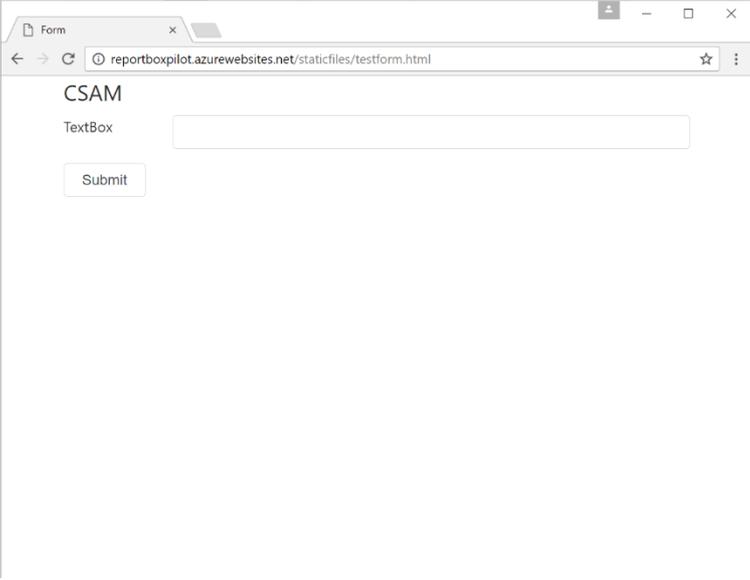
Place this where you want the form to show up

The first part should be placed in the <header> tag of your website HTML and the second part in the <body> tag where you want to show the Form.

11 Filling out the form

To test the form in the ReportBox you have to be logged on. Subsequently navigate to:

<http://reportboxpilot.azurewebsites.net/staticfiles/testform.html> and the template you have created and published for the form will be shown.



The screenshot shows a web browser window with the address bar displaying `reportboxpilot.azurewebsites.net/staticfiles/testform.html`. The page content includes the heading "CSAM", a text input field labeled "TextBox", and a "Submit" button.

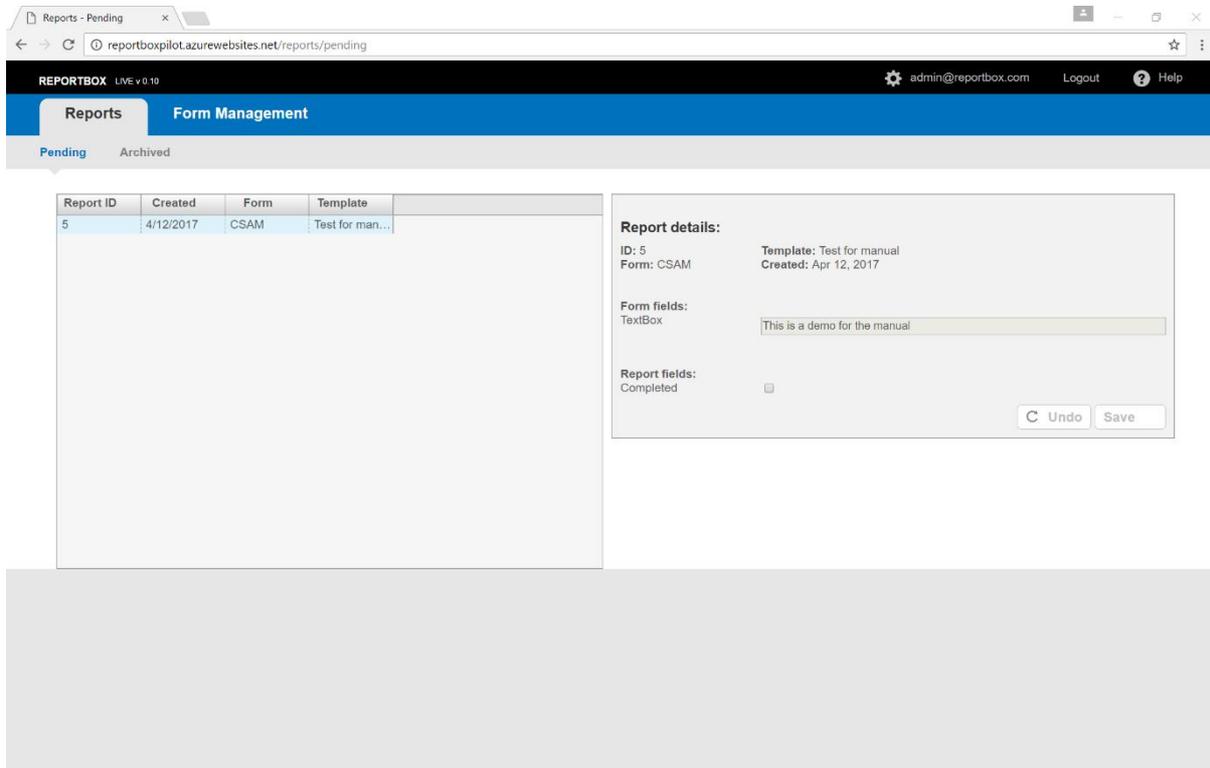
This form is comparable to the form that will be shown once you include the form in your website. Comparable since the styling of your website might influence the styling of the form.

To mimic the submission of a report, fill out the textbox and click the <Submit> button.

After the form has been successfully send to the ReportBox a 'Thank you' message will be displayed.

12 Processing a report

Selecting the **Reports** tab will show you the following page. This page has two tabs, the <Pending> tab and the <Archived> tab. Selecting the <Pending> tab will show the page below.

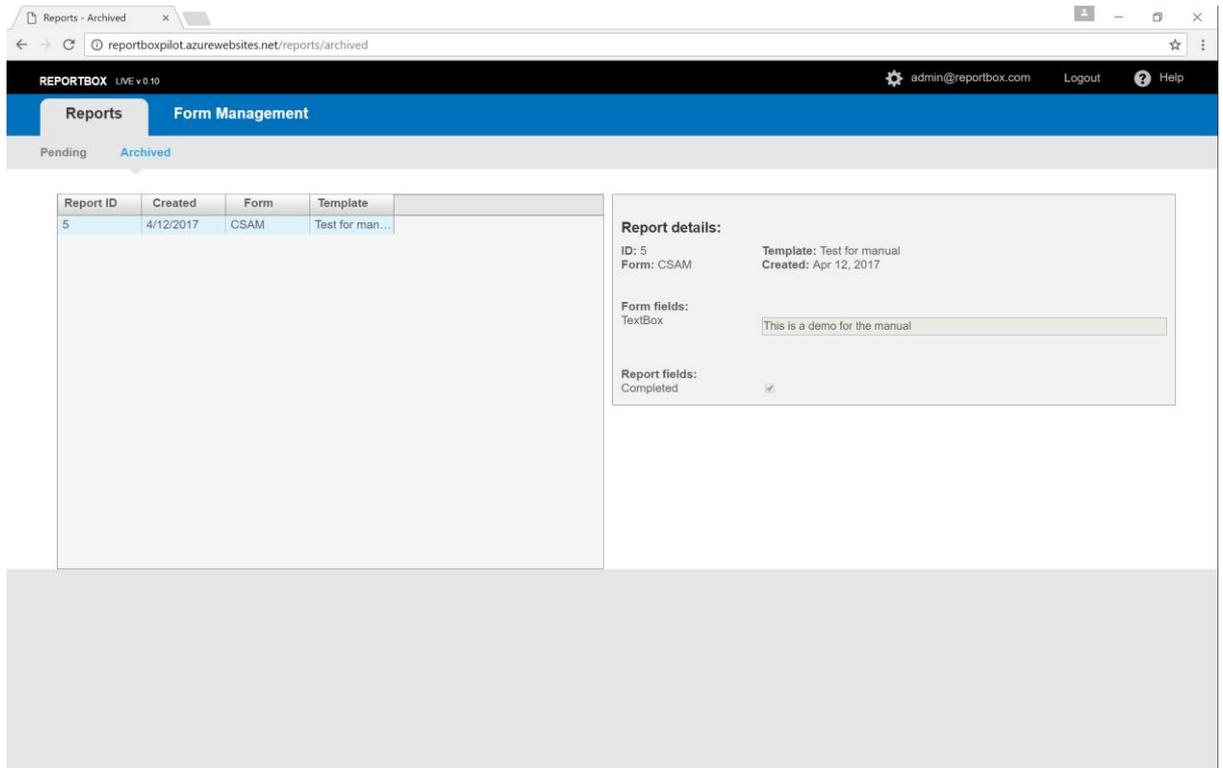


This page has two areas: on the left a grid where all reports received through the published forms will be listed and on the right the details for the selected report. In the details area, the public fields with the information entered by the public will be shown and any private fields that were added to the report while creating the template. The private fields are meant to be filled out by the person processing the report.

Reports can be saved by clicking the <Save> button. If the <Completed> checkbox is checked, saving the report will move it from the Pending report page to the Archived report page.

13 Reviewing the archive

Selecting the **Reports** tab will show you the following page. This page has two tabs, the <Pending> tab and the <Archived> tab. Selecting the <Archived> tab will show the page below.



This page has two areas: on the left a grid where all archived reports will be listed and on the right the details for the selected report. In the details area, the public fields with the information entered by the public will be shown and any private fields with the information entered during the processing of the report.

Reports on the Archived reports page are read only.