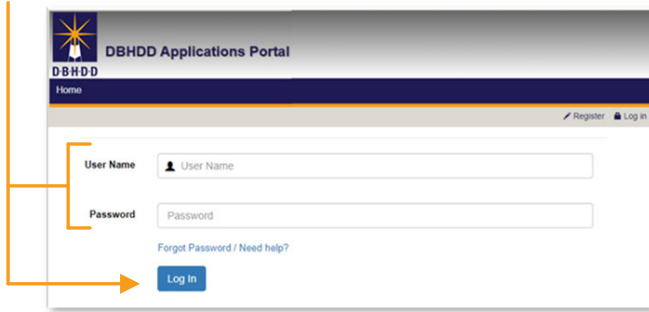
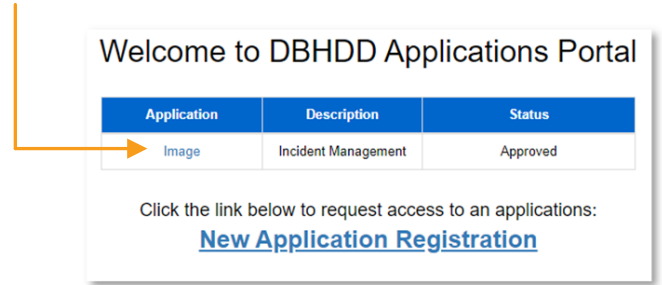


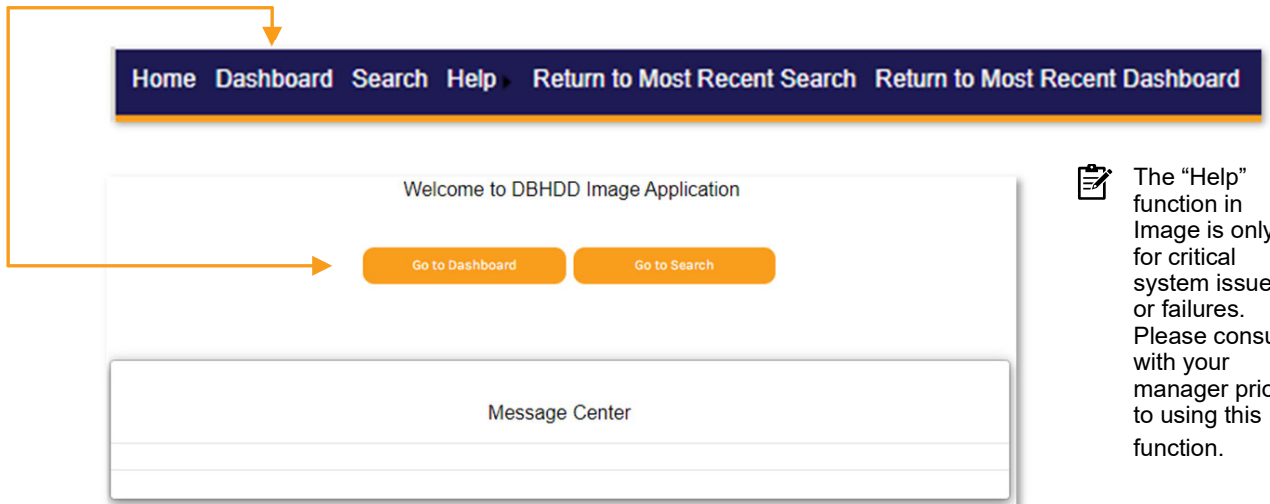
1 Visit the [DBHDD Applications Portal](#), enter your User Name and Password, and select “Login”




2 Select “Image” to access the system

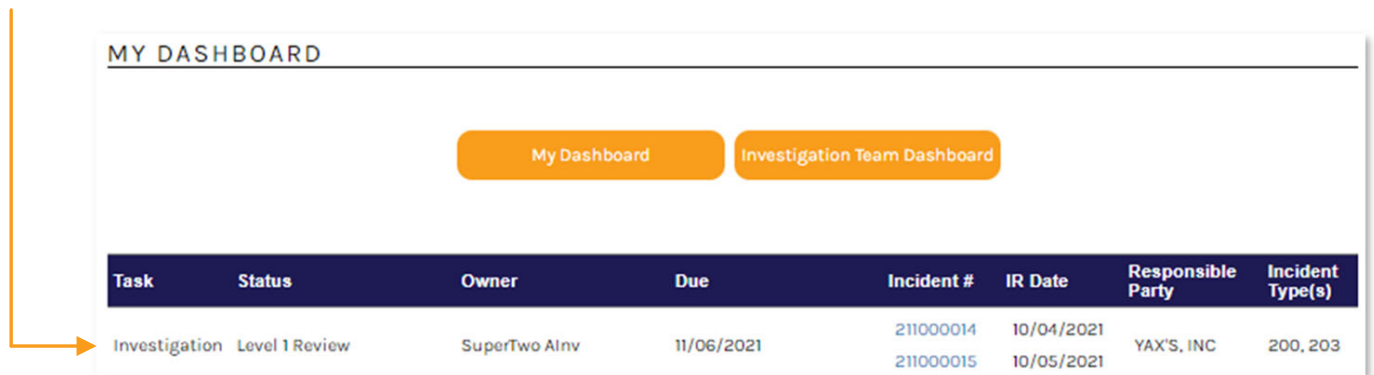


3 You’ll be directed to the home page, where you can select “Dashboard” from the upper left menu or “Go to Dashboard” from the home page

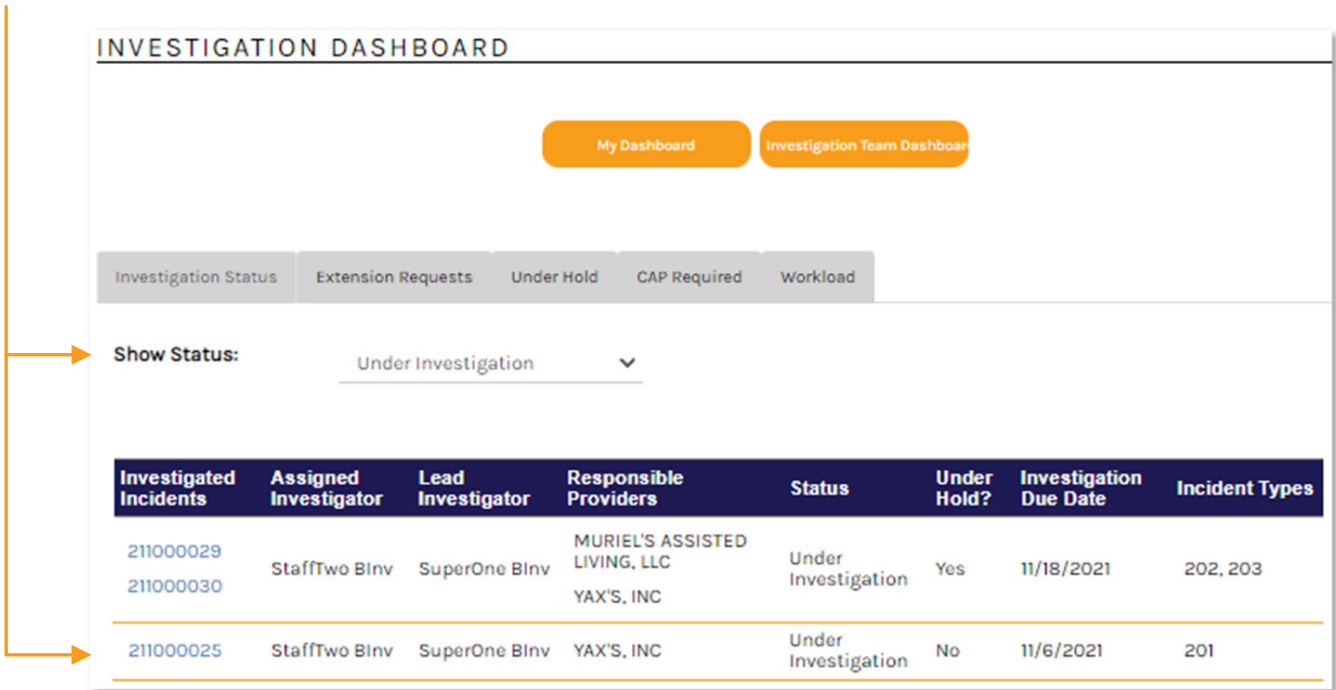


 The “Help” function in Image is only for critical system issues or failures. Please consult with your manager prior to using this function.

4 You’ll be directed to your own Dashboard, where you can select the investigation on which you want to place a Hold




5 You can also locate investigations through the Team Dashboard. Set the “Show Status” to any applicable investigation stage, and select the row for the desired investigation.

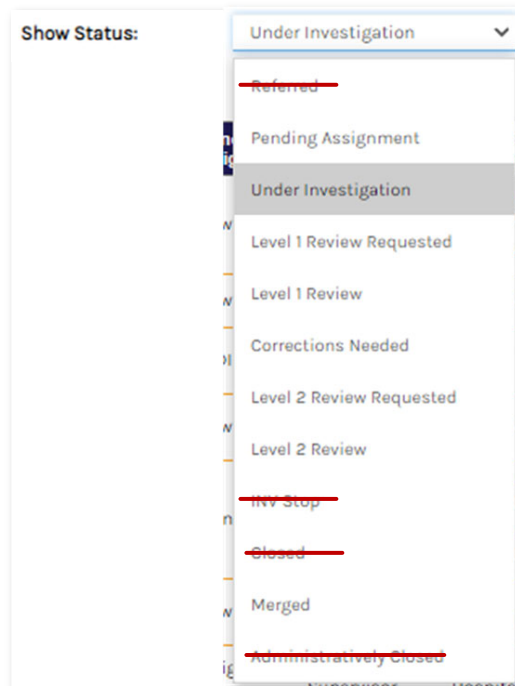


The screenshot shows the 'INVESTIGATION DASHBOARD' with two tabs: 'My Dashboard' and 'Investigation Team Dashboard'. Below the tabs are filters for 'Investigation Status', 'Extension Requests', 'Under Hold', 'CAP Required', and 'Workload'. A 'Show Status:' dropdown menu is set to 'Under Investigation'. Below this is a table with the following data:

Investigated Incidents	Assigned Investigator	Lead Investigator	Responsible Providers	Status	Under Hold?	Investigation Due Date	Incident Types
211000029 211000030	StaffTwo BInv	SuperOne BInv	MURIEL'S ASSISTED LIVING, LLC YAX'S, INC	Under Investigation	Yes	11/18/2021	202, 203
211000025	StaffTwo BInv	SuperOne BInv	YAX'S, INC	Under Investigation	No	11/6/2021	201

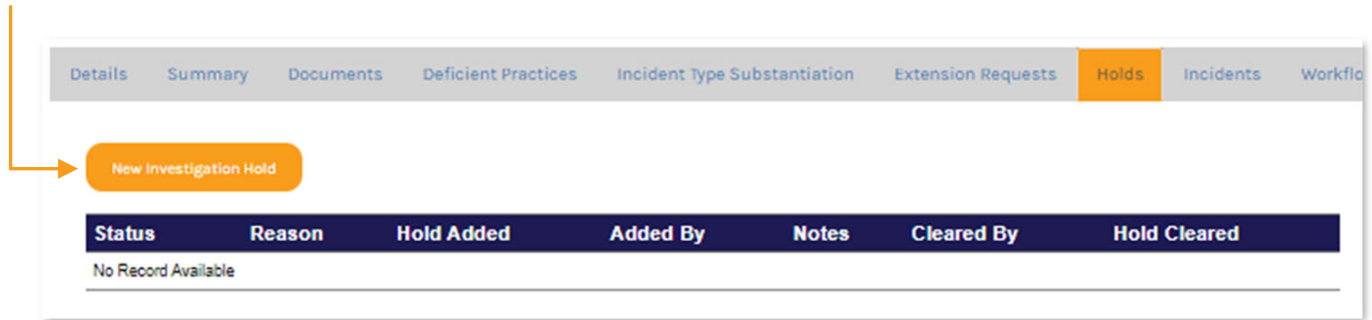
 You **cannot** place a Hold on investigations in a status of:

- Referred
- INV Stop
- Closed
- Administratively Closed
- Reopened (into any investigation stage)

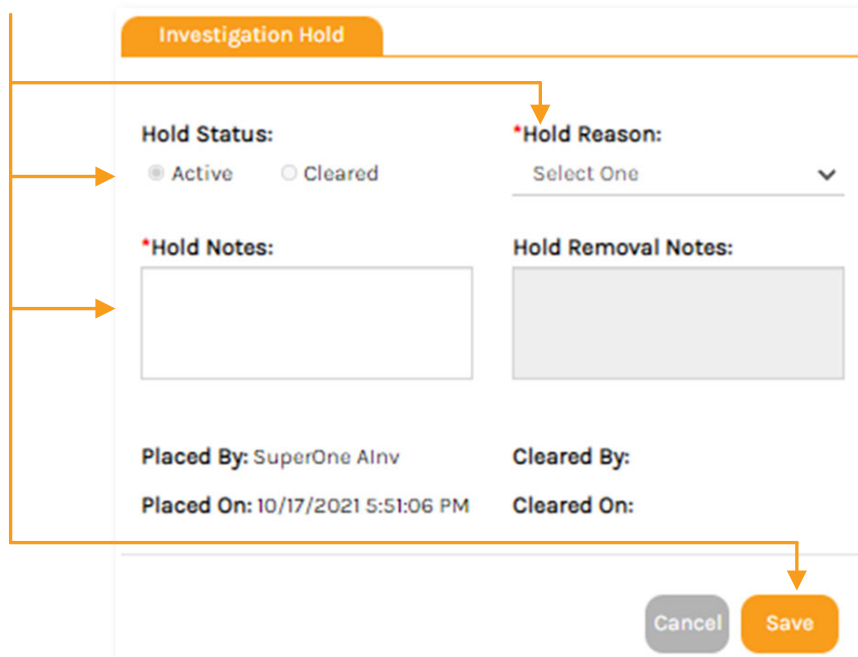



The screenshot shows the 'Show Status:' dropdown menu with the following options: Under Investigation (selected), Referred, Pending Assignment, Under Investigation, Level 1 Review Requested, Level 1 Review, Corrections Needed, Level 2 Review Requested, Level 2 Review, INV Stop, Closed, Merged, and Administratively Closed. The 'Referred', 'INV Stop', 'Closed', and 'Administratively Closed' options are crossed out with red lines.

6 On the investigation, navigate to the Holds tab and click the “New Investigation Hold” button

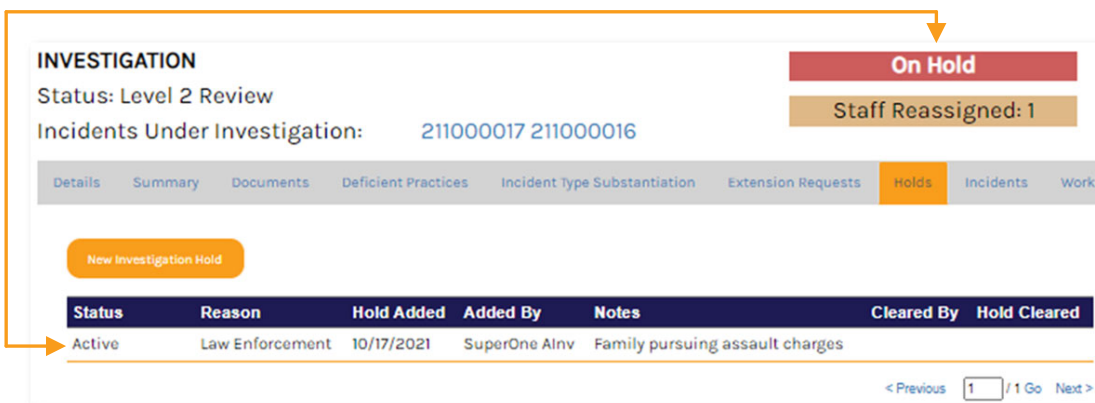



7 On the Investigation Hold dialog box, enter the Hold Status as “Active,” use the dropdown to select the “Hold Reason,” add an explanation for the Hold under “Hold Notes,” and click “Save”



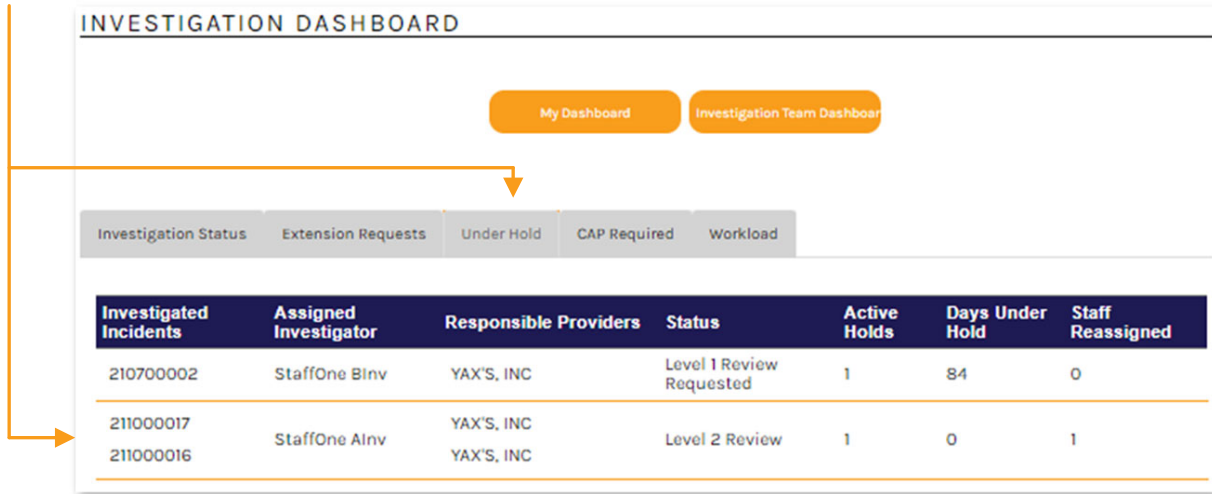
 Unlike an Extension Request, a Hold does not require an approval

8 Your Hold Request now shows a Status of “Active” and a red “On Hold” banner is displayed on every tab of the investigation



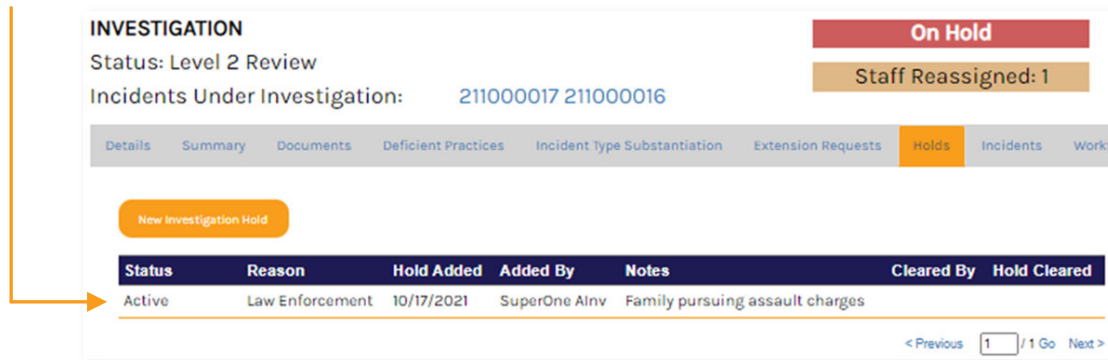
 Placing an investigation on Hold does not change the investigation Status or the investigation due date

9 On the Team Dashboard, navigate to the “Under Hold” tab to view investigations currently on Hold



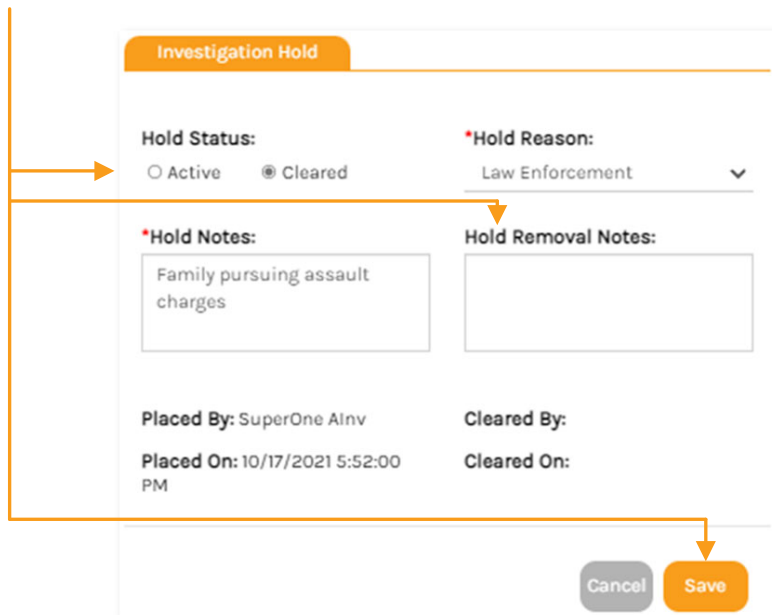
Investigated Incidents	Assigned Investigator	Responsible Providers	Status	Active Holds	Days Under Hold	Staff Reassigned
210700002	StaffOne BInv	YAX'S, INC	Level 1 Review Requested	1	84	0
211000017	StaffOne AInv	YAX'S, INC	Level 2 Review	1	0	1
211000016		YAX'S, INC				


10 To clear a Hold, open the investigation, navigate back to the Holds tab and select the row for the Hold you want to clear




Status	Reason	Hold Added	Added By	Notes	Cleared By	Hold Cleared
Active	Law Enforcement	10/17/2021	SuperOne AInv	Family pursuing assault charges		

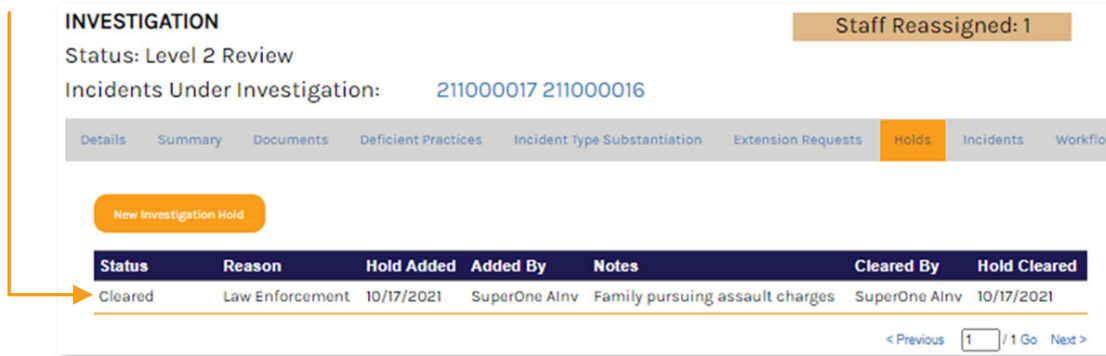
11 The Investigation Hold dialog box will open. This time, select a Hold Status of “Cleared,” enter any desired “Hold Removal Notes,” and click “Save.”





 Hold Removal Notes are not required

 The “Cleared By” and “Cleared On” fields will populate after you save

12 The Hold shows a Status of “Cleared” and the “On Hold” banner no longer appears on the investigation



 Note the “Cleared By” and “Hold Cleared” fields are now populated

 When the Hold is cleared, the Current Investigation Due Date will adjust according to the number of days the investigation was On Hold