

# How to create and customise case reports

This documentation, including images, videos and text, is accurate as of Version 5.12 of Pascal.

We strive to keep our documentation up to date with each release to ensure it remains a reliable resource for our users. However, given the dynamic nature of our software development, there might be instances where changes introduced in subsequent versions are not immediately reflected in this documentation. We encourage users to refer to [the latest release notes](#) and to use the feedback mechanism for any discrepancies or requests for clarification.

The current data of a case can be saved by creating a customised case report. This case report can be downloaded directly or send to the user's email.

- 1 Open the case of interest.
- 2 Select the Download case report button in the top right corner.
- 3 Choose the content that should be included in the case report.
- 4 Determine whether to include more detailed information for resolved hits.
- 5 Optional: add a report comment and change the filename.
- 6 Select the Download or Email button.

This case report will now be generated and can be either downloaded directly or will be send to the user's email box.

Generated reports will be stored for 90 days and can be found on the Reports page in Statistics. A user is only able to view the reports they have generated themselves. Once a report has been deleted it cannot be restored.

## Content of the case report

By default, all content is included in a case report. When a user only requires the audit information, all other content can be unselected to create an audit report of the case.

- Overview: a brief overview of the main contents and status of a case.

- **Input:** the case input as provided by the user.
- **Policies:** the current confidence thresholds as determined in the policies.
- **Key Findings:** an overview of the number of unresolved, included, and excluded hits per source.
- **Audit:** an overview of the actions taken by a user or group at a specific time.
- **Audit comments:** the comments that correspond to the audit trial.
- **Include:** an overview of all included hits per source.
- **Exclude:** an overview of all excluded hits per source.
- **Passport Verification:** an overview of the passport verification information.

**A user can choose to add more detailed information to the overview of the included and excluded hits if needed. The detailed information contains all information that is known for a hit, whereas the less detailed information only contains the most important information.**

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Revision #2

Created 29 January 2024 15:11:32 by Sanne Janssen

Updated 26 February 2024 10:18:06 by Sanne Janssen