

Online forms for appropriate authorities

Questions and answers

1. Where can I find the online forms?

Our online forms are available via our website:

<https://www.ipcc.gov.uk/page/information-police-officers-and-staff> and then selecting “forms for police”.

2. How do I find out what my username and password is?

We have provided this information to your force’s professional standards department. Please contact them if you do not have the details.

3. Are there any limitations when filling out the form?

Each page includes a “Save and Exit” button. We recommend that you save the form. You have thirty minutes to select either the “Save and exit” or the “Next” or “Previous” options shown at the bottom of each screen otherwise you will lose your data when the internet browser refreshes. You may wish to check your own browser settings.

4. How long is a “saved” form retained?

Saved forms will only be retained for 48 hours. This starts from the time you first started the form NOT from when you last accessed the saved form. If you save the form, then provided you return to the extranet and the relevant form within 48 hours, you will be able to select your form.

5. Can I add more than one email address within the force email address section?

Yes, you can enter your email address plus a secondary email address. You will receive an acknowledgement email from us when the form is submitted. If you enter a secondary email address, we will also send an acknowledgement to them.

6. Why is there a limit on the size and amount of attachments I can send?

The size limit is up to 12MB in order manage the information we receive. If you wish to submit attachments over this size we suggest that you either try and split the data or send it via email to NorthCasework@ipcc.gsi.gov.uk .

7. I have submitted the form but I want to send further information – how do I do this?

To submit further information, please use the addendum form. You will need to input certain information from the form you have submitted.

8. What should I do if there is a technical problem completing the form?

There are a few steps you could do first:

- Are you connected to the internet? – If not, contact your own IT Department.
- If you are connected to the internet, but cannot access our website, please contact NorthCasework@ipcc.gsi.gov.uk to let us know that our website appears to be unavailable.
- If you can access our website but cannot open the page where the forms are listed, please check you have used the correct username and password and try again. If you still have no access please contact us at NorthCasework@ipcc.gsi.gov.uk stating that you have accessed the IPCC website but cannot access xxx form.

If you contact us to report a fault with our forms or our website, please supply the information listed below to help us fix the problem quickly

- the date and time of any fault.
- any error message you have received.
- a screenshot (if possible). Please email it.

9. Where does the form go once it has been submitted?

We will receive your form almost immediately in our electronic “post room”. Once processed, we may contact you if necessary.

10. Can the police save a copy of the form?

Yes. In order to get a copy of the form you have submitted please select “print preview” and save the form into your drive. This facility is available on all pages during completion of the form. Please see our guidance for further instructions.

11. Can I forward a copy of the form to another person?

You are unable to forward the form directly from the Extranet. You can send a copy of the form if you have saved a PDF/XML version.

For further guidance please see [Using the IPCC's online forms - Guidance for appropriate authorities](#), which available on the Extranet home page or on the IPCC website.