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1. About This Case Study

EWU MediaSTAR is an advanced case and task management platform designed for media professionals, legal firms, and investigative agencies. It provides a centralized system for managing complex cases, tracking deadlines through reminders, and handling large-scale email communications with automated case linking.

The platform streamlines FOIA request processes and enhances internal workflows while ensuring data integrity and timely responses.

2. User Journey Overview

This section outlines how users interact with the system—from task creation to case management and communication handling.

3. Dashboard & Analytics Overview

The Dashboard & Analytics page serves as the central monitoring hub, providing users with a real-time snapshot of tasks, communications, case activity, and system performance.

It is designed to deliver quick insights, improve decision-making, and ensure that no critical action is missed.

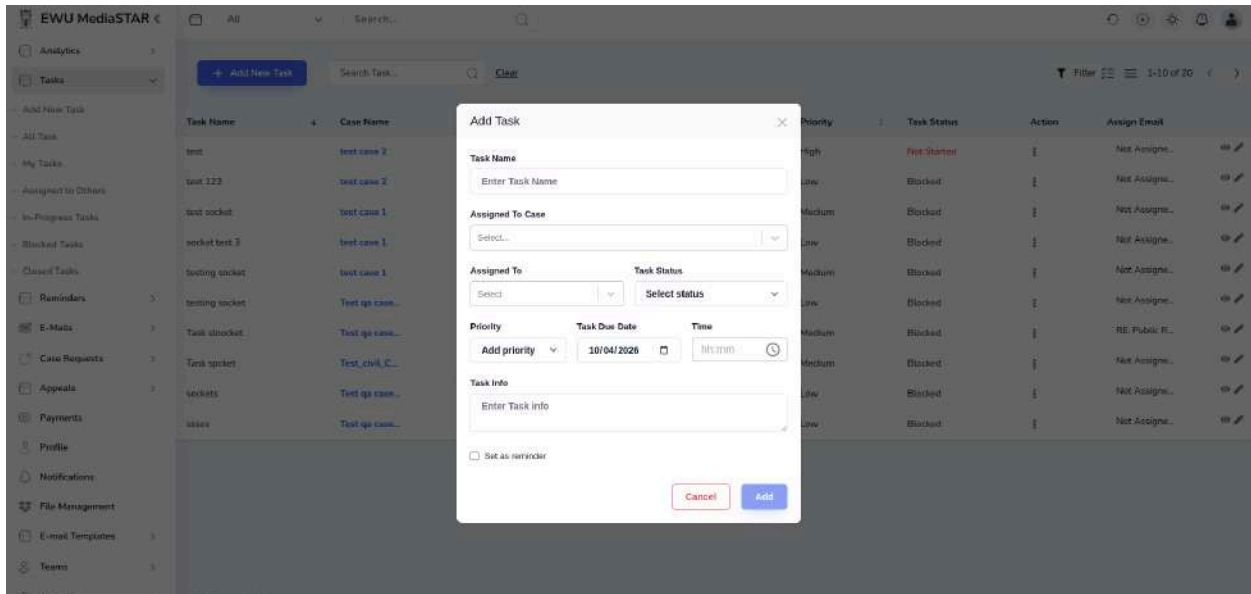
The screenshot displays the EWU MediaSTAR dashboard interface. It features a left-hand navigation menu with categories like Analytics, Tasks, Reminders, E-Mails, Case Requests, Appeals, Payments, Profile, Notifications, File Management, E-mail Templates, Teams, Agencies, Trash, and Authentication. The main content area is divided into several sections:

- To Do's:** A list of tasks such as 'Hello', 'Task 1', 'Test Task', 'Task New 1', and 'Test', each with a '2 months ago' timestamp.
- Latest Reminders:** A list of reminders including 'test 10', 'test', 'Test 9', 'Test 5', and 'Test 2', also with '2 months ago' timestamps.
- All Assigned Emails:** A list of email notifications, including '[Task Update] Sebastian Prestridge cas...', 'Hats off to you', 'Bakersfield Police Department, CA - Re...', 'See a Texas true crime documentary fro...', and 'FOIL Reference Number: NCDA 2025-0...'.
- Summary:** A section with three progress bars: 'Total Assigned E-mails' (7156), 'Total Unassigned E-mails' (48631), and 'Total Unread E-mails' (48069).
- Case Request:** A section with statistics: 'Total Case Request' (20799), 'Case Submitted' (0), and 'Awaiting case' (22).
- Invoices:** A section indicating 'No data found'.
- Recent Activities:** A list of recent actions, such as 'Add Agency by newCreww1' and 'Marked as Read Email: Snohomish County Sheriff's Office Public Records K083387-123022 Installation #14 by newCreww1'.
- Cases By Allowed Status:** A table with 20799 cases, showing columns for Case Number, Case Name, City/State, Status, and Action. The table lists several cases with their respective details and actions.

At the bottom of the dashboard, there is a footer that reads '© 2026 EWU Mediatestar. All rights reserved.'

4. Add Task Modal

The Add Task modal enables users to efficiently create and assign tasks within a centralized interface.



Task Views

- **All Tasks (Admin vs Others)**
Displays all tasks in the system, with admins having full visibility across users, while others see tasks based on their access and assignments.
- **My Tasks**
Shows tasks that are directly assigned to the logged-in user for quick tracking and execution.
- **Assigned to Others**
Lists tasks created by the user but assigned to other team members, enabling oversight and follow-up.
- **In Progress Tasks**
Contains tasks that are currently being worked on and are not yet completed.

- **Blocked Tasks**
Displays tasks that are temporarily stalled due to dependencies, issues, or missing inputs.
- **Closed Tasks**
Includes all completed or resolved tasks for record-keeping and reference.

Task Name	Case Name	Due Date	Assigned To	Priority	Task Status	Action	Assign Email
Socket blink notification TEST 1	test case 1	19-06-2025	newCreww1	Low	Closed	⋮	Not Assigne...
socket TEST TEST blink notifica	test case 1	05-06-2025	newCreww1	Low	Closed	⋮	Not Assigne...
Staging Testing URLs with socke	test case 2	25-05-2025	newCreww1	Medium	Closed	⋮	County Publ...
socket blink new ECS deploy	test case 2	23-05-2025	newCreww1	Low	Closed	⋮	Not Assigne...
socket test ars blink	test case 2	27-05-2025	newCreww1	Medium	Closed	⋮	Not Assigne...
socket test blink ecs	test case 2	23-05-2025	newCreww1	Low	Closed	⋮	Not Assigne...
socket test	test case 1	21-05-2025	newCreww1	Low	Closed	⋮	Not Assigne...
testing new blink socket	test case 1	21-05-2025	newCreww1	Low	Blocked	⋮	Not Assigne...
new testing socket blink	test case 2	21-05-2025	newCreww1	Low	Closed	⋮	Not Assigne...
socket test	test case 1	20-05-2025	newCreww1	Low	Blocked	⋮	Not Assigne...

5. Add Reminder Modal

Central module for managing all reminder-related activities, helping users track important deadlines and follow-ups.

Reminder Name	Case Name	Task	Assigned To	Priority	Due Date	Due Time	Action
Test	xyz		newCreww1	Low	05/19/2025T0...	00:10	
delete	test case 2		newCreww1	Low	05/19/2025T0...	02:00	
test	test case 2		newCreww1	High	05/19/2025T0...	00:05	
Test	Arjun Pandya Harashment...		newCreww1	Low	05/20/2025T0...	00:10	
testing12 sockw	Arjun Pandya Harashment...		newCreww1	Low	04/24/2025T0...	00:10	
test sockw	Test qa case 1		newCreww1	Medium	04/26/2025T0...	01:05	

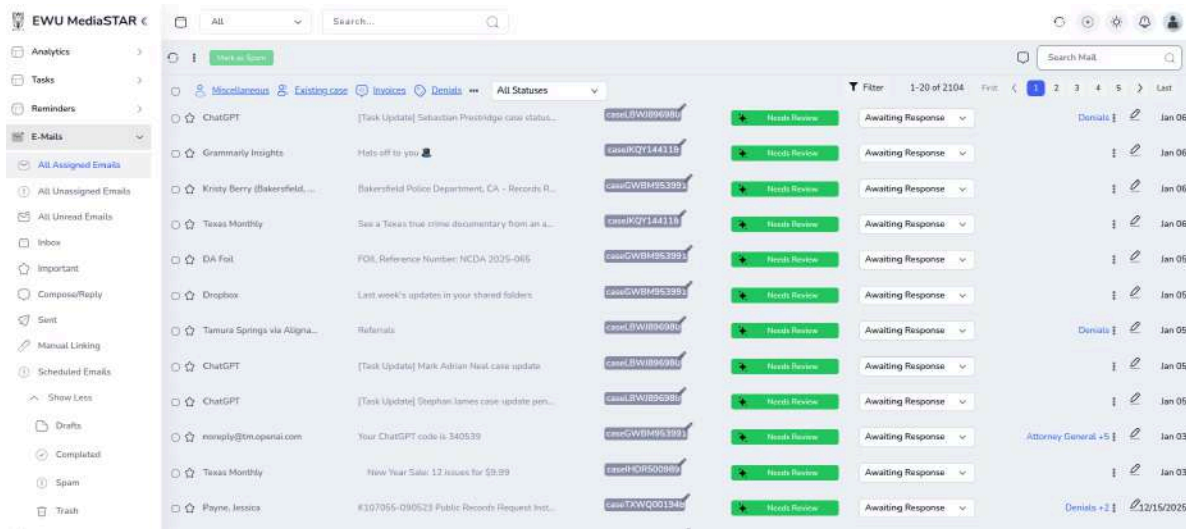
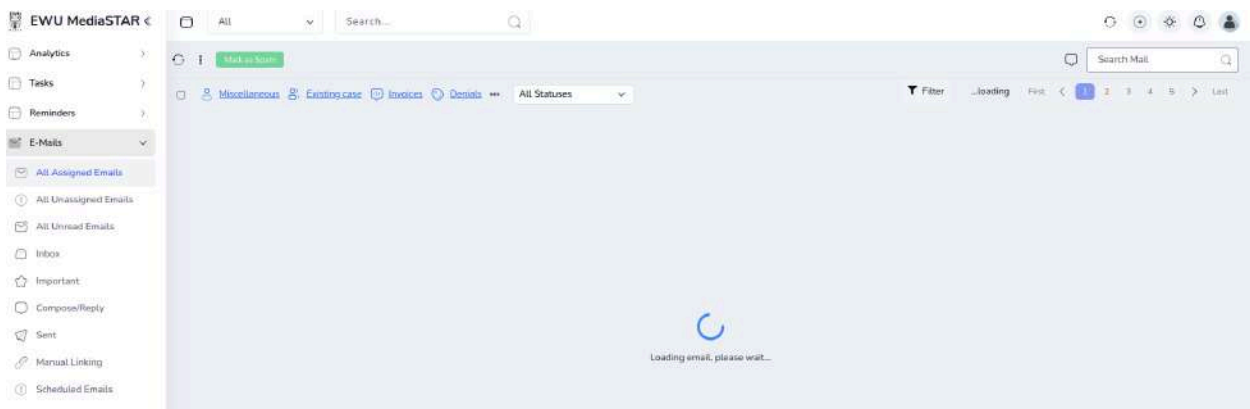
Reminder Views

- **Add New Reminders**
Allows users to create and schedule a new reminder with details like date, time, priority, and assignment.
 - **My Reminders**
Displays all reminders assigned to the logged-in user for easy tracking.
 - **Assigned Reminders**
Shows reminders that the user has created and assigned to others.
 - **Closed Reminders**
Contains reminders that have been completed or marked as done.
 - **Events**
Displays scheduled events, including those imported from external platforms or calendars.
-

6. Email Fetching Overview

- **Automated Email Sync & Case Mapping**

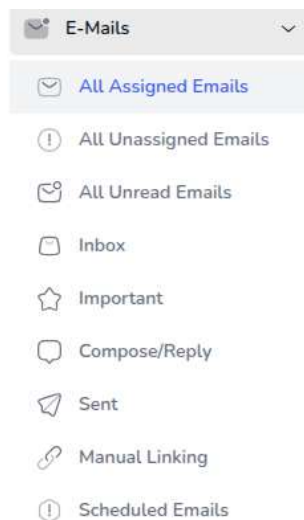
The system continuously syncs emails from connected accounts in real time. Each incoming email is intelligently processed using body parsing to extract key details such as case identifiers, names, or contextual keywords. Based on this analysis, emails are automatically linked and assigned to the most relevant case, reducing manual effort, improving accuracy, and ensuring all communications are properly organized within the system.



7. Email Categories in Sidebar

Organized email classification for quick access:

- **Assigned / Unassigned Emails**
Categorizes emails based on whether they have been assigned to a user or are still unassigned for action.
- **Unread Emails**
Displays all emails that have not yet been opened or reviewed, helping users prioritize new communications.
- **Inbox**
Contains all incoming emails received from connected email accounts.
- **Important**
Highlights emails marked as high priority or flagged for special attention.
- **Compose / Reply**
Interface for creating new emails or responding to existing conversations with full editing and attachment support.
- **Sent**
Stores all emails that have been successfully sent from the platform.
- **Manual Linking**
Allows users to manually associate emails with specific cases for better organization and tracking.
- **Scheduled Emails**
Displays emails that are scheduled to be sent at a later date and time.

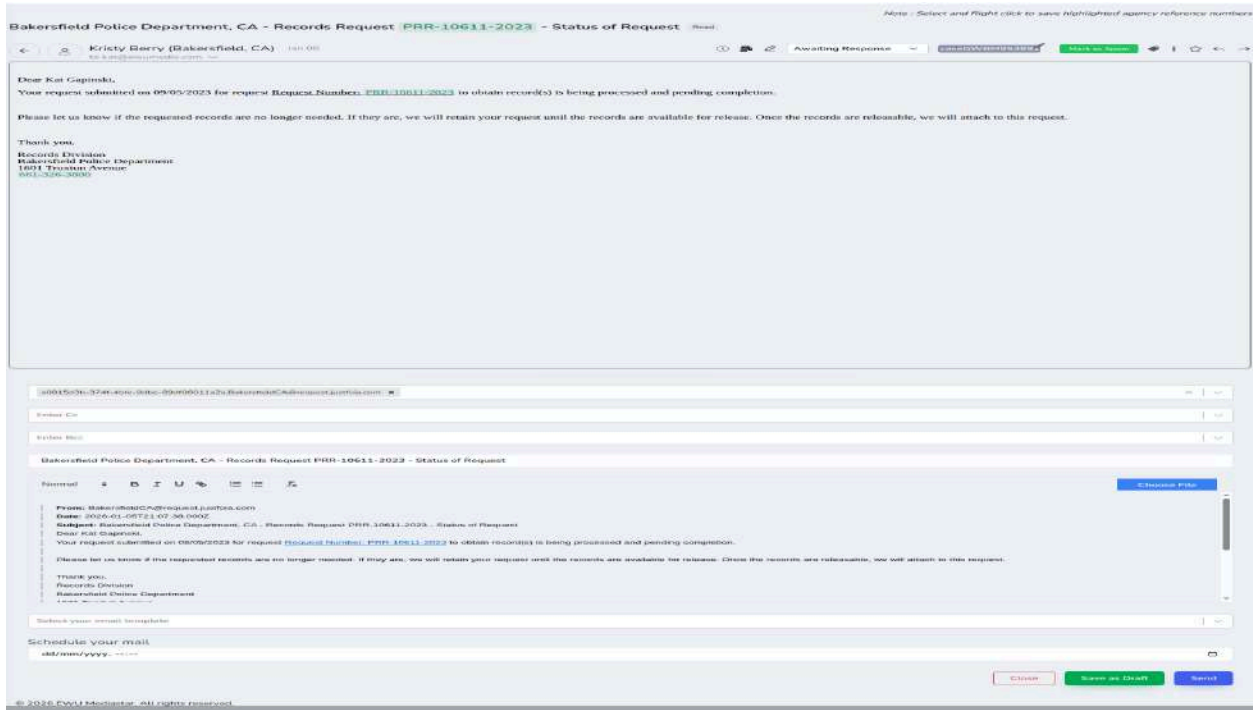


8. Compose/Reply Screen Features

Advanced communication interface with:

- Multiple recipients (To / Cc / Bcc)
- Subject & Rich Text Editor
- Attachment support
- Email Templates
- Case Linking
- Schedule Mail (Date & Time Picker)

The screenshot displays the 'Compose/Reply' interface in the EWU MediaSTAR application. On the left, a sidebar lists various navigation options, with 'Compose/Reply' highlighted. The main workspace is titled 'Message' and contains several input fields: 'Press Enter To Add Another Email ID', 'Enter Cc', 'Enter Bcc', and 'Enter Subject'. Below these is a rich text editor with a toolbar (Normal, Bold, Italic, Underline, Link, Unlink, Text Color, Background Color) and a 'Choose File' button. The editor contains the following text: EWU Media LLC, 5940 S. Rainbow Blvd, Ste 400 PMB 82434, Las Vegas, NV 89118-2507, Phone: 702-675-8885, Email: records@ewumedia.com. Below the editor are three more input fields: 'Select your email template', 'Add any case', and 'Schedule your mail' (with a date picker showing 'dd/mm/yyyy, --:--'). At the bottom right, there are three buttons: 'Close', 'Save as Draft', and 'Send'.



9. Additional Email Categories

- **Drafts**
Stores emails that are created but not yet sent. This allows users to save incomplete messages and return to edit or send them later without losing progress.
- **Completed**
Contains emails that are part of resolved or closed communications. This helps users track conversations that have been fully addressed or require no further action.
- **Trash**
Holds emails that have been deleted or archived by the user. Items in this category can be reviewed, restored if needed, or permanently removed from the system.

- **Spam**

Automatically filters and stores unwanted or irrelevant emails identified by the system. This helps keep the main inbox clean while still allowing users to review or recover any misclassified emails if needed.

The screenshot displays an email client interface. On the left sidebar, there are navigation options: 'Scheduled Emails' (with a warning icon), 'Show Less', 'Drafts', 'Completed', 'Spam' (with a warning icon), and 'Trash'. The main area shows an email list with a 'Mark as Spam' button at the top left. The email list includes columns for sender, subject, status (e.g., 'Case Unassigned', 'Needs Review'), and completion date. The first email is from 'The Quo Team' with subject 'Still interested in Quo?' and a completion date of 12/24/2025. Subsequent emails are from 'records@ewumedia.com' with various public records request subjects, all completed by 12/04/2025. The final email is from 'Alissa Shoults' with subject 'Re: Public Record Request - Lawrence County ...' and a completion date of 08/28/2025.

Sender	Subject	Status	Action	Completion Date
Miscellaneous	Existing case	Invoices	Denials	All Statuses
The Quo Team	Still interested in Quo?	Case Unassigned	Needs Review	Completed 12/24/2025
records@ewumedia.com	Public Records Request - 19th Judicial Circuit ...	Case Unassigned	Completed	12/04/2025
records@ewumedia.com	Public Records Request - Vero Beach Police D...	caseLBJW89698U	Completed	12/04/2025
records@ewumedia.com	Re: RE: Public Records Request - Preble Cou...	caseLBJW89698U	Completed	12/04/2025
Alissa Shoults	Re: Public Record Request - Lawrence County ...	caseEGQP99454y	Completed	08/28/2025

10. Case Form Features

The case form acts as a **comprehensive data management system**, enabling users to capture, organize, and manage all critical information related to a case in a structured and centralized manner. It is designed to support detailed record-keeping, improve traceability, and streamline case workflows.

The screenshot displays the EWU MediaSTAR Case Form interface. On the left is a sidebar with navigation options: Analytics, Tasks, Reminders, E-Mails, Case Requests (selected), and Profile. The main content area shows a 'Case Summary' form with the following fields:

- Case No. (Searchable)
- Case Name (Searchable)
- Case Subject/Suspect & age (Name, Age, City, State, Zip, Case Source)
- Case Assigned To (Select)
- Case Submitted By (newCrewed)
- Date of Incident (Enter Date of Incident)
- Time of 911 Call (Time of 911 Call)
- Address for 911 (Address for 911)
- Incident Type (Select)
- Case Status (Assigned)
- Case Priority (Select)
- Payment Status (Select)
- File Status Summary (Select)
- Appeal Status Summary (Select)

Below the form is an 'Action Center' with buttons for File Overview, Email Linked with case, Agencies, Attachments, Reminders, Notes, Tasks, History, File Management, Merged Cases, and Appeals. A 'Upload New Attachment' button is also present. The bottom of the screen shows 'Draft' and 'Publish' buttons, and a copyright notice for 2020 EWU MediaStar.

Core Fields

These fields establish the fundamental identity of a case:

- **Case Number** – A unique identifier for tracking and reference across the system
- **Name** – Primary name associated with the case
- **Subject** – Brief description or title of the case

- **Suspect & Age** – Allows adding one or multiple suspects with their respective details

Location

Captures geographical information relevant to the case:

- **City** – City where the incident occurred
- **State** – State or region of the case
- **Zip Code** – Postal code for precise location mapping

Assignment

Defines ownership and source of the case:

- **Case Assigned To** – User responsible for handling the case
- **Submitted By** – Person or entity who created or submitted the case
- **Source** – Origin of the case (e.g., email, external request, internal entry)

Timeline

Tracks important dates and time-related details:

- **Date of Incident** – When the actual incident occurred
- **Due Date** – Deadline for case completion or response
- **Time of 911 Call** – Specific time related to emergency reporting

911 Details

Specialized section for emergency-related information:

- **Address** – Exact location of the incident
- **Agencies to Request** – List of agencies involved or required for the case

Attributes

Defines the classification and current state of the case:

- **Incident Type** – Category or nature of the case

- **Status** – Current progress stage (e.g., New, In Progress, Closed)
- **Priority** – Urgency level (Low, Medium, High)
- **Payment Status** – Tracks billing or payment completion
- **File Status** – Indicates document or file processing stage

Case Summary

- A **rich text editor** that allows users to add detailed narratives, notes, and descriptions
- Supports structured formatting for better readability and documentation
- Acts as the central space for capturing complete case context and updates

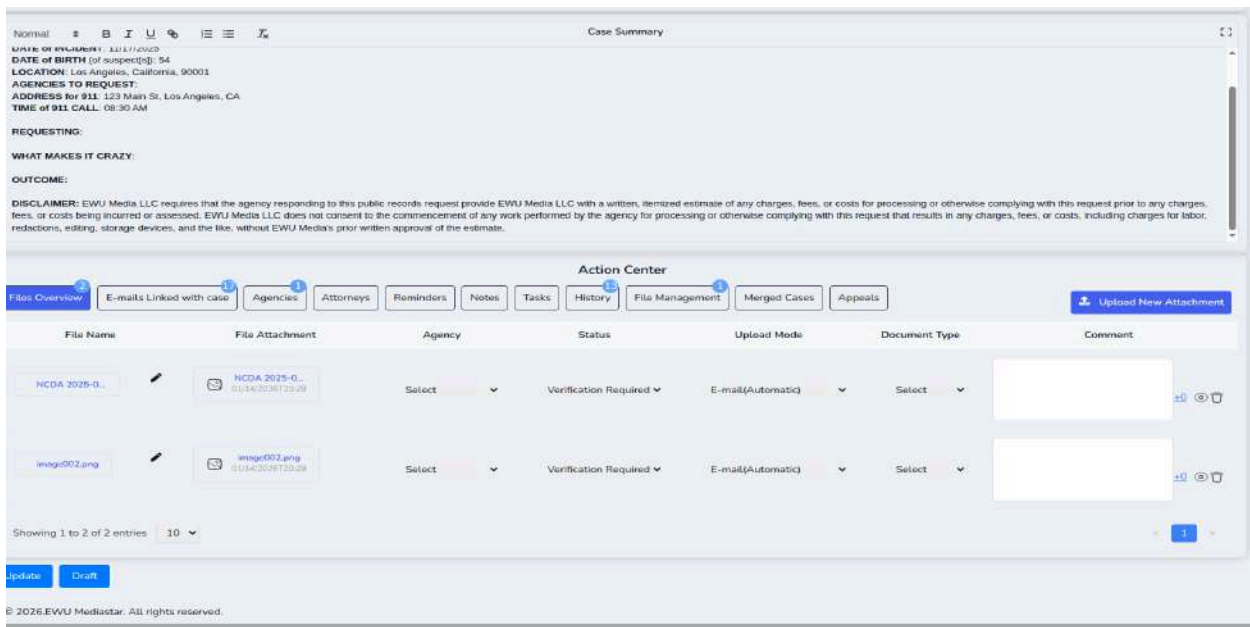
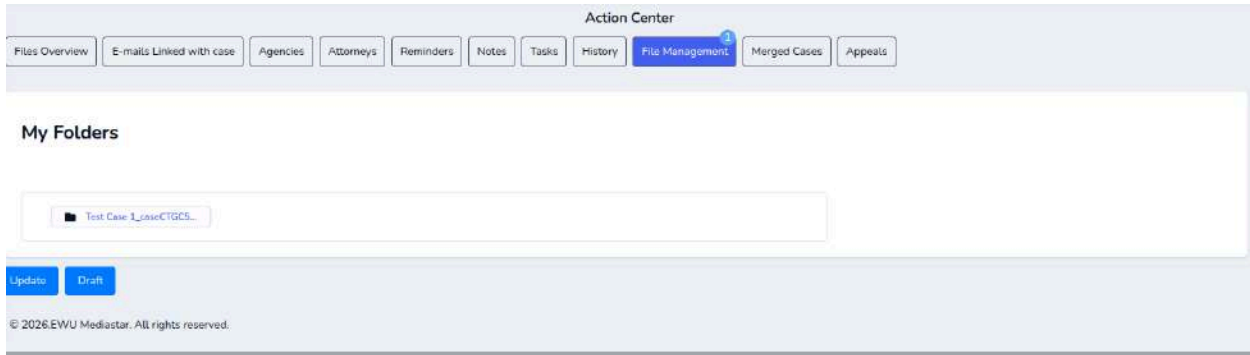
AI-Drafted Case & News-Based Case Creation

The system enhances case creation by leveraging AI and external data sources to automate and enrich case details.

- **AI-Drafted Case**
Automatically generates structured case drafts using AI by analyzing inputs such as emails, documents, and user-provided information. It suggests relevant details, fills key fields, and creates a comprehensive case summary, which users can review and edit before finalizing.
- **News-Based Case Creation**
Enables users to create cases directly from news sources by extracting relevant information from articles. The system processes news content to identify key details such as incident description, location, involved entities, and timeline, and pre-fills the case form accordingly.

11. Action Center Tabs

The Action Center serves as a **centralized interface for all case-related interactions**, bringing together communication, documentation, tracking, and collaboration in one place. It enables users to manage every aspect of a case without navigating across multiple modules.



Files Overview (Emails + Uploads)

Provides a consolidated view of all files associated with a case, including automatically linked emails and manually uploaded documents such as PDFs, images, and reports.

Emails Linked with Case

Displays all email conversations mapped to the case, ensuring complete visibility of communication history and enabling quick reference to correspondence.

Agencies & Attorneys

Manages all external stakeholders involved in the case, including agencies and legal representatives, allowing users to track associations and responsibilities.

Reminders, Notes & Tasks

Central hub for internal workflow management:

- **Reminders** for deadlines and follow-ups
- **Notes** for internal documentation
- **Tasks** for actionable items and assignments

History (Audit Log)

Maintains a detailed log of all activities and updates performed on the case, ensuring transparency, accountability, and traceability.

File Management (Folders & Files)

Enables structured organization of documents through folder creation and file categorization, making it easier to manage large volumes of case-related data.

Merged Cases & Appeals

Supports handling of complex case relationships and escalation workflows:

- **Merged Cases**
Allows users to combine multiple related cases into a single unified view, reducing duplication and improving overall case tracking.
- **Appeals**
Enables users to generate and manage appeal requests efficiently. The system leverages GPT APIs to automatically create multiple appeal formats based on case data, agency requirements, and predefined templates.
 - Generates structured, ready-to-send appeal drafts
 - Supports different formats tailored to specific agencies or scenarios
 - Reduces manual effort and ensures consistency in communication

Add Appeal

Prompt

Please draft an appeal letter challenging this denial under California Public Record Act.

Include:

- Relevant case law or legal precedents
- Specific rebuttals to the agency's denial
- A clear request for release or clarification
- And, if applicable under state law, a legally required response deadline for the appeal (cite the statute). If no law applies, request a response within 7 business days.

The original request was for:

Select Date: 10/04/2025 Select Due Date: 17/04/2026

Requestor Information

Username: newCreww1

Recipient Agency Information

Agency Name	Agency Address	Specific Information
Keshav Test	Buffalo, New York	Enter Specific Infor

[Change Agency](#)

Case Information

12. Appeals Feature

Enables users to generate and manage appeal requests efficiently. The system leverages GPT APIs to automatically create multiple appeal formats based on case data, agency requirements, and predefined templates.

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Agency Name	Agency Address	Specific Information
Keshav Test	Buffalo, New York	Enter Specific Infor

[Change Agency](#)

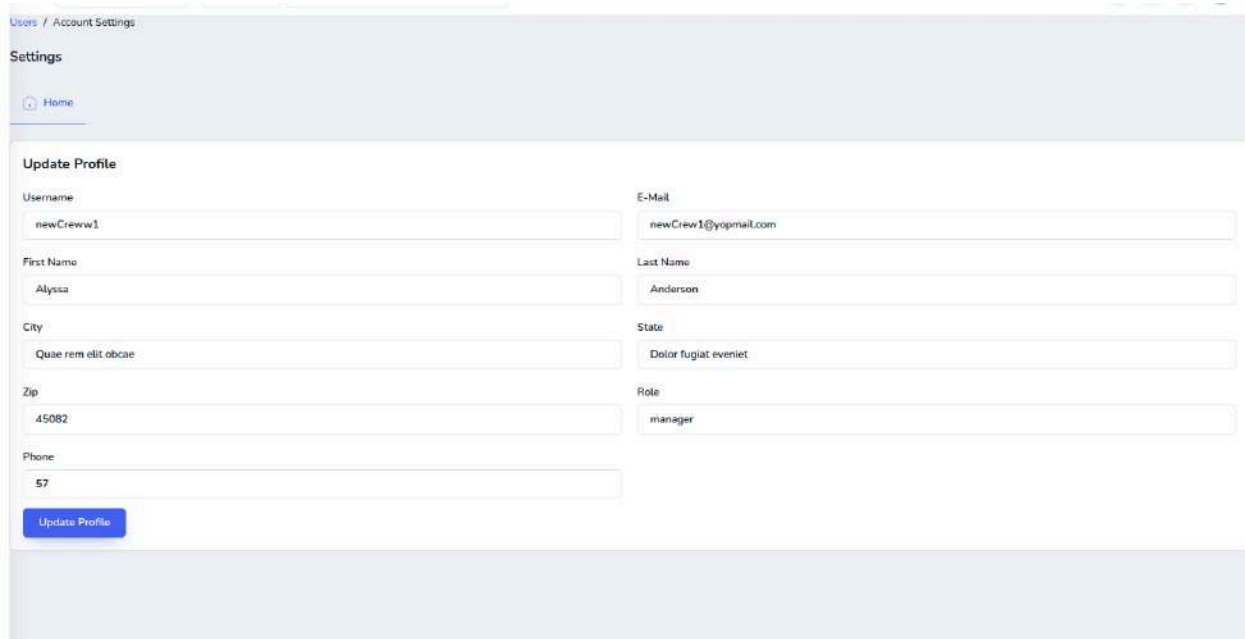
Case Information

13. Profile, Notifications & File Management

This module provides users with a **personalized control center** to manage their account settings, stay updated with system activities, and organize files efficiently.

Profile Management Interface

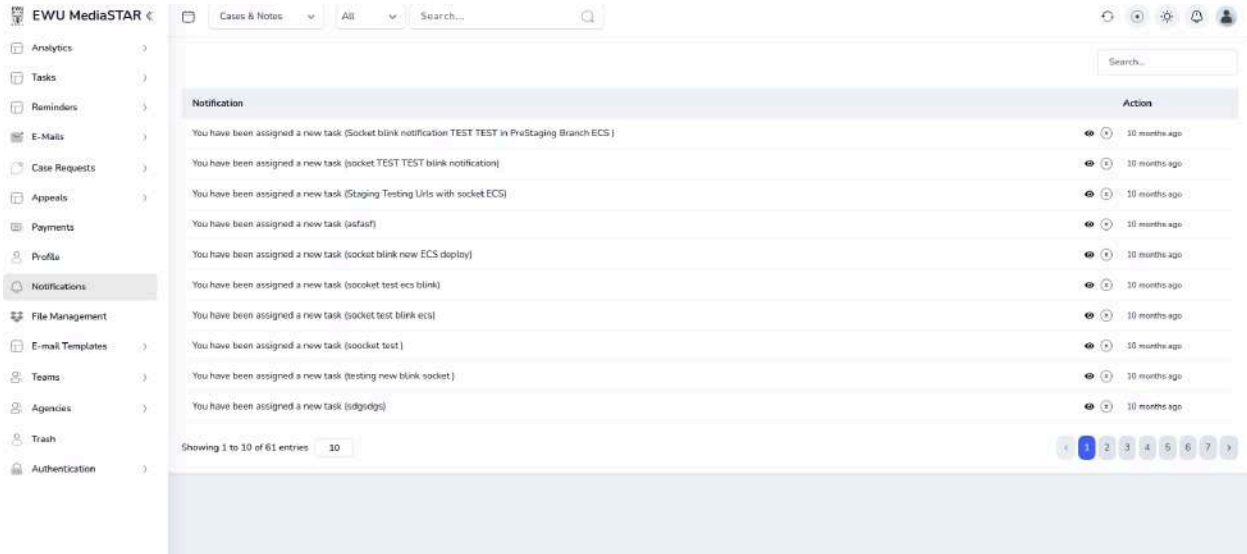
Allows users to manage and update their personal and professional information, including basic details, roles, and account preferences. It ensures that user data remains accurate and up to date within the system.



The screenshot displays the 'Update Profile' form within the 'Settings' section of the application. The form is organized into two columns of input fields. The left column includes fields for Username (newCrew1), First Name (Alyssa), City (Quae rem elit obcae), Zip (45082), and Phone (57). The right column includes fields for E-Mail (newCrew1@yopmail.com), Last Name (Anderson), State (Dolor fugiat eveniet), and Role (manager). A blue 'Update Profile' button is located at the bottom left of the form area.

Notification Center

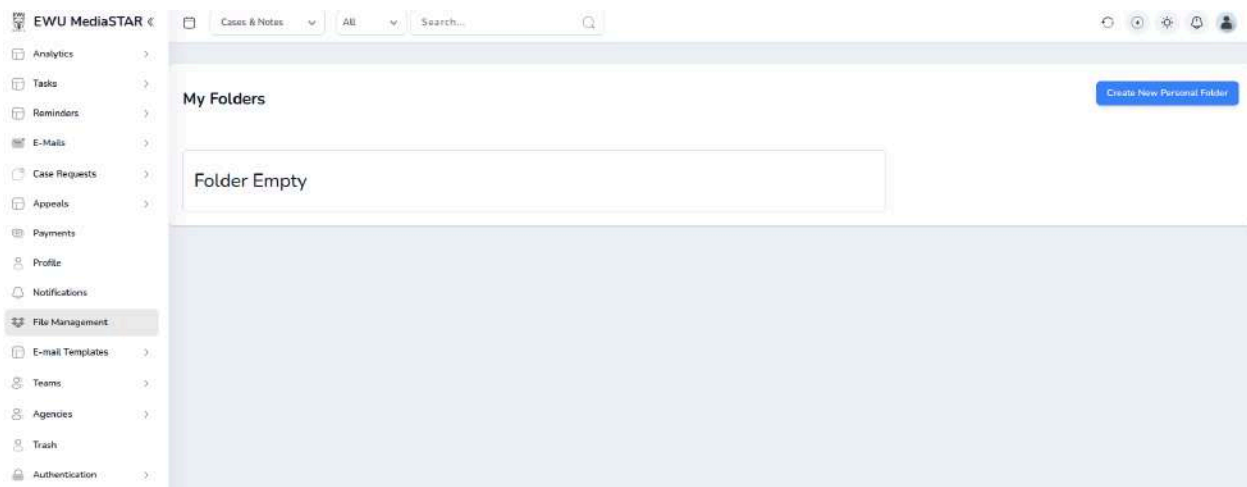
A centralized hub for all system-generated alerts and updates, such as task assignments, reminders, email activities, and case updates. It helps users stay informed and take timely actions without missing important events.



File Management (Dropbox-like System)

Provides a structured and user-friendly file storage system similar to Dropbox, enabling users to:

- Upload, store, and organize files
- Create folders and manage file hierarchies
- Access and retrieve documents easily
- Maintain all case-related and personal files in one centralized location



14. E-mail Templates Workflow

The E-mail Templates feature streamlines communication by allowing users to create, manage, and reuse standardized email formats. It ensures consistency, reduces repetitive effort, and accelerates response workflows.

Features

- **Create Email Template**

Provides a structured form to create new templates:

Template Name

Unique name to identify the template

Enter Template Name

Input field for defining the template title

State

Allows selection of a state or category for better organization and filtering of templates

The screenshot displays the 'Create Email Template' interface within the EWU MediaSTAR application. The left sidebar shows a navigation menu with 'E-mail Templates' selected. The main content area features a form with the following elements:

- Template Name:** A text input field with the placeholder 'Enter Template Name'.
- State:** A dropdown menu for selecting a state or category.
- Rich Text Editor:** A text area with a toolbar containing icons for bold (B), italic (I), underline (U), link (🔗), list (☰), and link (🔗). The text 'Update Template' is visible in the editor.
- Upload Template (.docx):** A section with a blue 'Select File' button.
- Buttons:** 'Close' and 'Save Template' buttons are located at the bottom right of the form.

- **View All Templates**

Displays a centralized list of all available templates for quick access and usage across different communication scenarios.

Template-id	Template Title	Last Updated By	Action
676d11cbc15f9d4a82415022	Florida Updated Email Template for Requests	admin	
676ds235c15f9d4a8241503a	Hawaii Updated Email Template for Requests	Aimeej	
676d960de645c08e9e30567c4	Arizona Updated Request Template for Emails	Aimeej	
676d9756ceb3962da48c5cd4	Colorado Updated Email Template for Requests	Aimeej	
676d9682c0b3962da48c5ca9	Arkansas Updated Email Template for Requests	Aimeej	
676d95aae645d8e9e305f7b8	Alabama Updated Email Template for Requests	Aimeej	
672a1d8c9463405b48134423	Rhode Island Request Letter Template	admin	
672e1d7b9463405b4813440f	Pennsylvania Request Letter Template	admin	
672e1d9c9463405b48134478	South Carolina Request Letter Template	admin	
676d9640c0b3962da48c5cb5	California Updated Email Template for Requests	admin	

- **Update Template**

Enables users to modify or enhance existing templates:

Upload Template (.docx)

Option to upload a document file to define or update the template content

Select File

File picker to choose the document from the system

Close

Action to exit the form without saving changes

15. Entity Management Feature (Attorneys / Agencies / Crew)

Navigation

- Add Attorney
- Add Agency
- Add Crew Member

The screenshot displays the 'Add Agency' form within the EWU MediaSTAR application. The interface includes a top navigation bar with 'Cases & Notes', 'ALL', and a search field. A left sidebar lists various modules, with 'Agencies' selected. The main form area contains the following fields and controls:

- *Agency Name:** Enter Agency Name
- *Agency Email:** Enter Email
- Agency Nickname:** Enter Nick Name
- *Agency Phone Number:** Enter Agency phone Number
- *City:** Enter City
- *State:** Enter State
- Zip:** Enter Zip
- Agency Portal URL:** Enter Agency Portal URL
- Agency Notes:** Add Note
- Agency Files:** Upload Files
- Department Contact(s):** Add Contact
- First Name:** First Name
- Last Name:** Last Name
- Email:** Email
- Phone:** Phone (with a red Remove button)
- Submit:** A blue button at the bottom left of the form.

Functionality

- Profile creation
- Role assignment
- Group management

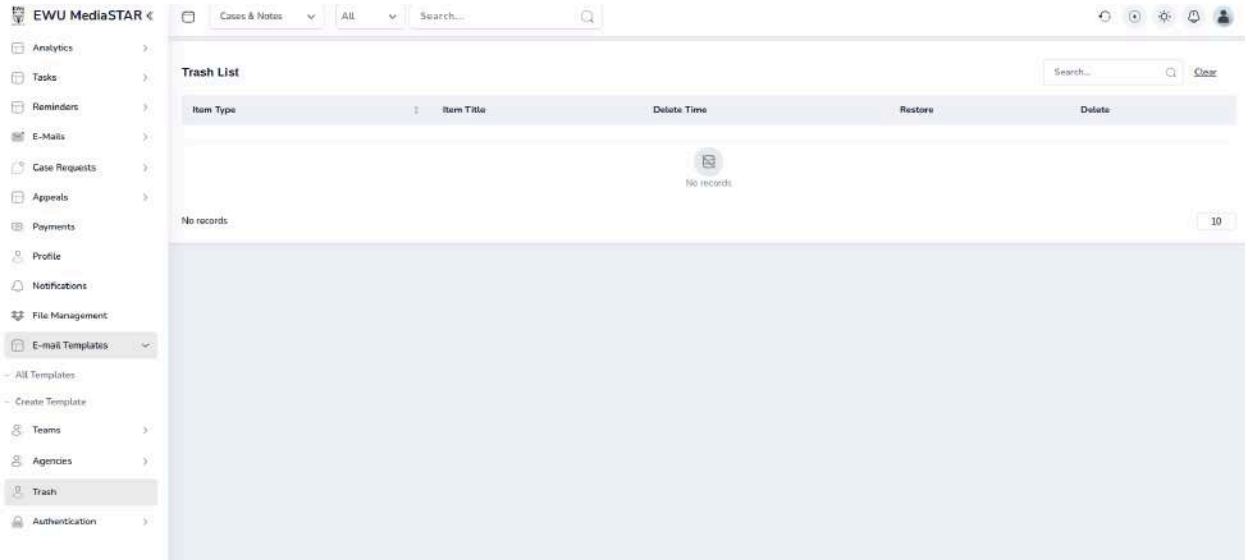
The screenshot displays the EWU MediaSTAR web application interface. On the left is a sidebar menu with various navigation options. The main content area shows the 'Agency List' table, which contains columns for Company Name, Nick Name, Email, Last Login, and Action. The table lists several agencies with their respective details and last login times. At the bottom of the table, it indicates 'Showing 1 to 10 of 63 entries' and includes a pagination control.

Company Name	Nick Name	Email	Last Login	Action
New Agencyyy		testingagency4@gmail.com	01/19/2026, 2:35 am	🔍 🗑️ 📄
Dev Test Agency 1		testingagency@gmail.com	01/11/2026, 5:47 pm	🔍 🗑️ 📄
Test Agency 7	John	test8@example.com	01/21/2026, 7:41 pm	🔍 🗑️ 📄
Test Agency 4	John	test9@example.com	01/08/2026, 4:22 pm	🔍 🗑️ 📄
Dev Agency 6	John	test6@example.com	01/04/2026, 8:49 pm	🔍 🗑️ 📄
Dev Testing Agency	John	test@example.com	01/04/2026, 8:43 pm	🔍 🗑️ 📄
Qa Test Agency	John	agency@example.com	01/04/2026, 4:46 pm	🔍 🗑️ 📄
Dev Agency 5		devagency5@gmail.com	01/04/2026, 2:47 pm	🔍 🗑️ 📄
Test Agency 1	John	rahit@gmail.com	01/06/2026, 1:02 pm	🔍 🗑️ 📄
Dev Tester_1		abod@gmail.com	01/04/2026, 1:43 pm	🔍 🗑️ 📄

16. Trash Box

Acts as a temporary storage for deleted records across the system, including emails, cases, and files.

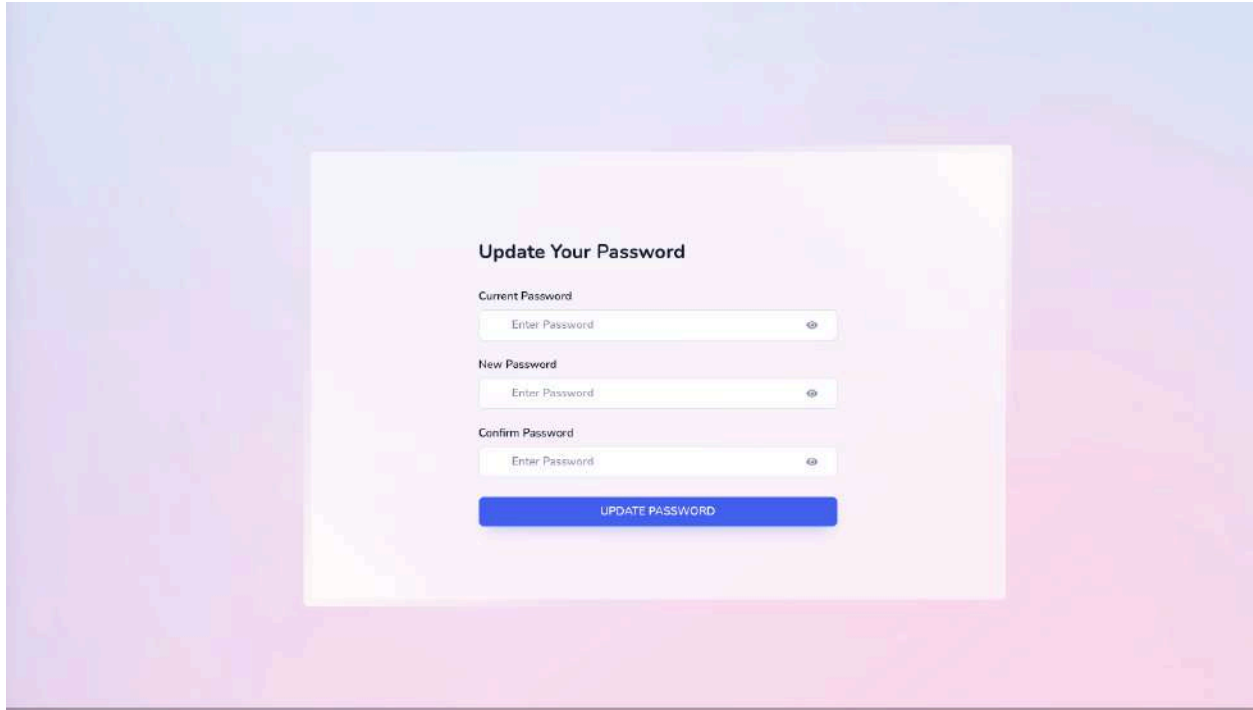
- Allows users to review deleted items before permanent removal
- Supports restoring accidentally deleted data
- Helps maintain data safety and prevent loss



18. Authentication

- **Update Your Password**

Allows users to securely change their account password. Users are required to enter their current password along with a new password, ensuring account security and preventing unauthorized access. This feature helps maintain strong authentication practices and protects user data.



19. Technology Stack

Backend

- Node.js (Express), Python
- MySQL
- MongoDB
- AWS (S3, EC2)

Frontend

- Nextjs
- Redux
- Tailwind CSS
- Axios, RTK

Communication & Services

- IMAP / SMTP
- OpenAI API

- Stripe
-