



GIMS USER GUIDE

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INSTRUCTIONS TO CREATE A GIMS ACCOUNT

Use the following link to access the Gladue Services Information Management System (known as GIMS):

<https://gims.bcfnjc.com/login>

For assistance with creating an account, finding a username, or resetting a password, or if you need assistance navigating the GIMS portal after reviewing these instructions, call the Gladue Service Department at 778-9403585 or email the Gladue Services Coordinator at gladueservices@bcfnjc.com



STEP 1: NEW USER REGISTRATION

To start the application process, you will need to create an account. From the GIMS portal login page, [click](#) the "Request an Account" button at the bottom right side of the login page (see image below).

STEP 2: ENTER DETAILS IN GIMS REQUEST FORM

Step 2(a) - Complete the GIMS "request an account" form fields.

1. Select "User Account Type":



2. Enter in your First Name,
3. Enter Last name,
4. Enter in your email address
5. Enter in your phone number,
6. Review the User Terms and Conditions
7. After reviewing the User Terms and Conditions click off the “I agree....” box
8. Click create an account.

(Note : You must have a valid email address to complete the following steps to create an account.)

Request an Account

I am requesting user access as:*

First Name:*

Last Name:*

Email:*

Phone Number:*

☐ I agree to and will comply with these [User Terms and Conditions](#).

Create an Account

Back to Login

Request an Account

Your account has been created successfully. Waiting for admin approval.



Step 2(b) – Next, please check your email (the email address used for the account request) for a receipt stating that your account request is being reviewed for approval into the GIMS system by the Gladue Services Department.

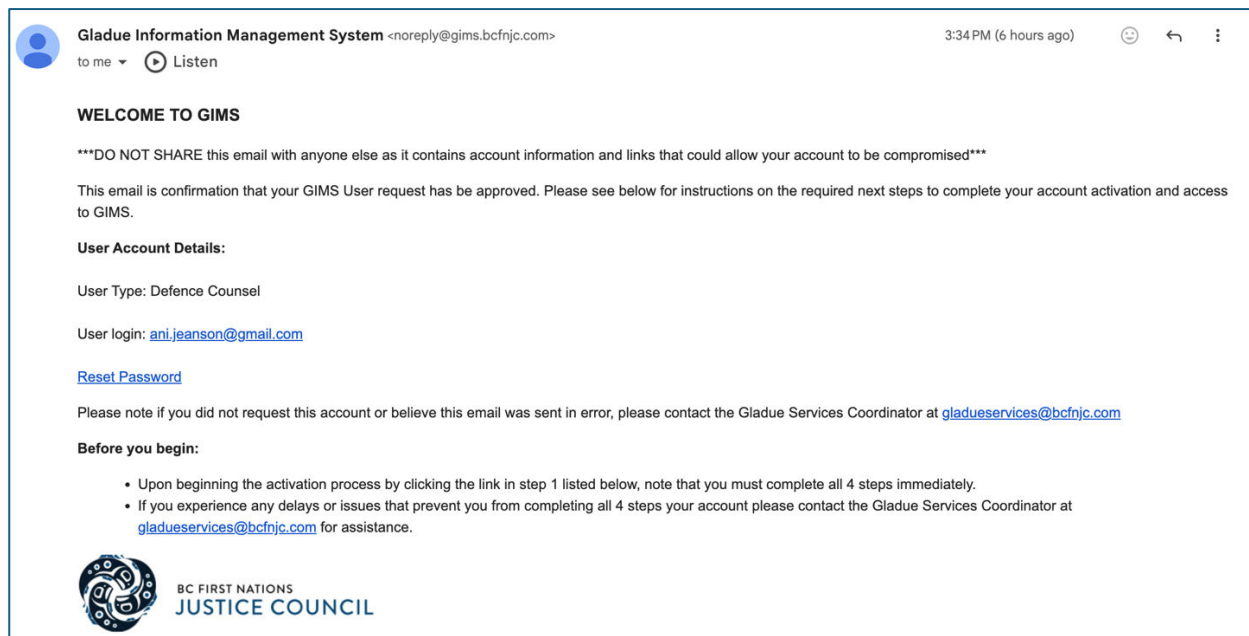
NOTE: If you do not receive the confirmation message within a few minutes of requesting an account, please check your spam or bulk e-mail folder just in case the confirmation email got delivered there instead of your inbox. If so, select the confirmation message and mark it not spam, which should allow future messages to get through.

Your account should be approved within 72 hours of submitting your request. If the Gladue Services Coordinator requires any further information, they will contact you at the email and/or phone number you provided.

STEP 3: ACTIVATING ACCOUNT

Once your account has been approved an email will be sent with the subject line “GIMS User Account Confirmation”.

→ Click the “reset password” link in the body of the email to complete the activation process:





STEP 4: RESET PASSWORD

Clicking on the link provided in your email will take you to the page to reset your password (please see image below).

You will need to create a password for your account. Type in your password twice and click Save New Password.

Reset Password

E-Mail Address	ani.jeanson@gmail.com
Password	Enter Password CLICK TO VIEW GIMS PASSWORD STANDARDS
Confirm Password	Enter Confirm Password
Reset Password	
Back to Login	

GIMS PASSWORD STANDARDS

Passwords are used as the front-line protection for user accounts, and secure electronic access into GIMS that contain sensitive and/or confidential Information.

- Password length is a minimum of 7 characters
- Your password will require one of the each of the following:
 - Lower case (a-z)
 - Upper case (A-Z) • Numeric (0-9)
 - Special characters, i.e. - []{}|;:'",.<>? `~@#\$\$%^&*()-=_+!



STEP 5: LOGGING INTO THE GIMS PORTAL

Step 5(a) - Once you are registered, you can log in to the portal. Please enter in your new password and info and click login.

Gladue Information Management System

Email Address
Enter Your Email

Password
Enter Password

[Forgot Your Password?](#)

Log in

[Request an account](#)

Secured Website

Step 5(b) - Multi-Factor Authentication (MFA)

You will receive a pop-up for multi-factor authentication (MFA) that will require you to enter a one-time passcode every time you sign in. A code will be sent to the email address connected to your account.

Gladue Information Management System

Email Authentication

We sent a verification code to you email. Enter the code from the email in the field below.

6-digit code*

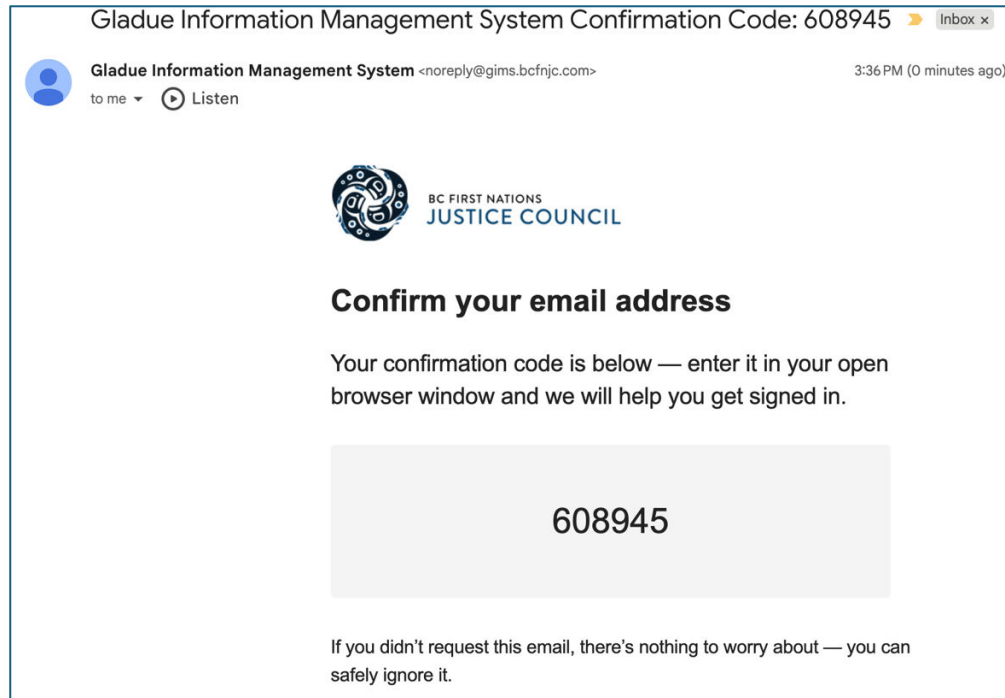
Resend verification code

RETURN TO LOGIN

Verify Code



Example of email containing MFA confirmation code:



Example of code entered into MFA pop-up in GIMS:

Gladue Information Management System

Email Authentication

We sent a verification code to you email. Enter the code from the email in the field below.

6-digit code*

[Resend verification code](#)

[RETURN TO LOGIN](#)

[Verify Code](#)



Step 5(c) - A backup verification QR code will be generated. Follow the steps outlined to download an Authenticator App on your phone, scan the barcode and enter the generated code:

The screenshot shows a 'Backup Verification' modal window. It contains a list of instructions for setting up an authenticator app on a phone. A QR code is displayed for scanning. Below the QR code is a text input field for a 6-digit code and a checkbox for 'Don't show this for next 1 week.' At the bottom are 'Cancel' and 'Save' buttons.

On your Phone

1. Install an **Authenticator App** from your Phone's store such as the **Google Authenticator App**.
2. Open the **Authenticator App**.
3. Tap the **Add** icon or the **Begin Setup** button.
4. Choose **Scan a Barcode**, and scan using your phone.

5. Enter the code generated by your device.
6-digit code *

☐ Don't show this for next 1 week.

Cancel Save

This will take you to your GIMS account homepage.

The screenshot shows the GIMS account homepage. It features a sidebar with navigation links, a main content area with a 'GW ACTIVE CASE OVERVIEW' section, and a top right area with user information and a 'Logout' button.

BC FIRST NATIONS JUSTICE COUNCIL Gladue Information Management System

Welcome Anisa Traversie
Last login was: Wednesday September 10, 2025, 03:38
Logout

CONTACT GIMS admin

Dashboard
Clients
Resources
Notifications
Settings

GW ACTIVE CASE OVERVIEW

ACTIVE CASES	CASE(S) IN REVIEW	ARCHIVED CASES
0	0	0

Request New Report

UPDATES (0)
You're all up to date.



INSTRUCTIONS TO REQUEST A GLADUE REPORT OR LETTER

STEP 1: CREATE CLIENT FILE

In the sidebar on the right-hand side, select “Clients” and then “Add Client”:

Welcome Anisa Traversie
Last login was: Wednesday
September 10, 2025, 03:38
[Logout](#)

BC FIRST NATIONS JUSTICE COUNCIL Gladue Information Management System

Contact GIMS admin

Dashboard

Clients

Resources

Notifications

Settings

CLIENTS

Add Client

Search by Name, Email, Phone number

Search

Show 100 entries

FIRST NAME	LAST NAME	EMAIL	PHONE	DOB	INDIGENOUS IDENTITY	STATUS	NUMBER REPORT	ADD REPORT
No data available in table								

Showing 0 to 0 of 0 entries

Previous Next

<https://gims.bcfncj.com/clients/create>

Fill in the requested initial
Client profile information:

Dashboard

Clients

Resources

Notifications

Settings

CLIENT PROFILE

First Name:*

John

Last Name:*

Doe

Email:

john.doe@gmail.com

Date of Birth:*

09/09/2025

Phone: Alternate Phone:

(111)111-1111

Indigenous Identity:*

☒ FN ☐ Metis ☐ Inuit ☐ Non-Status

Documented Status:*

☒ Yes ☐ No

ReVOII Application:*

☐ Yes ☒ No ☐ Under Consideration

ReVOII at file Closure:

☐ Yes ☒ No

Save Cancel



Once filled, hit save and you will be directed to the main referral page to complete your Gladue request:

STEP 2: COMPLETE ALL REQUIRED FIELDS

Ensure all requested information is entered before proceeding.

Important: The Gladue Services Department cannot assign the file to a Gladue writer until all required information has been provided. A referral is only considered complete when all required fields are filled. If any information is missing, the Gladue Intake Administrator will follow up with the requestor via email which can delay the process.

The referral form consists of a combination of dropdown selections, fillable cells, etc.

Example of dropdown:



The following fields are required alongside all disclosure materials:

Is Client in Custody?*	Custody Centre	Court:*
☐ Yes ☐ No ☐ Youth <i>Is client in custody field is required.</i>	-Select-	-Select- <i>The court dropdown field is required.</i>
Defense Counsel: Anisa Traversie	Defense Counsel Contact Phone: 	Email: ani.jeanson@gmail.com
Charge(s)/Conviction(s):* <i>The charge(s)/conviction(s) field is required.</i>		

Required documents:

Is the client aware of the Gladue Report?
Select
Do you have a preferred Gladue Writer?
General Notes
UPLOAD REQUIRED DOCUMENTATION*
Required Documents: 1. RCC and 2. CPIC or Justin Accused History Report
Choose files to upload Browse files
Save Draft Save and Submit Request CANCEL

STEP 3: SAVE OR SUBMIT THE REFERRAL

Once all required information has been completed, select “Save and Submit Request” to finalize and submit the referral. If additional information is needed before submission, select “Save Draft” to save your progress and return later to complete the referral.



Example: Saved Draft

When a referral is saved as a draft, the requestor will receive the notification shown below. The available option can then be used to return to the draft referral and complete it at a later time.



BC FIRST NATIONS
JUSTICE COUNCIL

Gladue Information Management System

Welcome Anisa Traversie
Last login was: Wednesday
September 10, 2025, 03:38
[Logout](#)

[Contact GIMS admin](#)

[Dashboard](#)[Clients](#)[Resources](#)[Notifications](#)[Settings](#)

Client report successfully saved.

#GSD2359-25 John Doe Report

Update and RequestUpdate ReportBack

Product Type: Gladue ReportReport Status: Saved

Date09/10/2025

Name of Client*John Doe

Date Of Birth*09/09/2025

Address:

City/Town:

Prov Postal Code:

Phone:(111)111-1111

Alternate Contact Number (ex. family, support worker):

Client Email Address (if applicable):john.doe@gmail.com

Indigenous Identity: *
☒ FN ☐ Metis ☐ Inuit ☐ Non-Status

Documented Status: *
☒ Yes ☐ No

ReVOII Application: *
☐ Yes ☒ No ☐ Under Consideration

ReVOII at file Closure:
☐ Yes ☐ No

Community of Origin
Choose a community of origin...

If community/communities are not listed OR if unknown please indicate below

Example: Completed Referral

When a referral is marked as complete, the requestor will receive the notification shown below. At this stage, the option to update the Gladue request will no longer be available.



BC FIRST NATIONS
JUSTICE COUNCIL

Gladue Information Management System

Welcome Anisa Traversie
Last login was: Wednesday
September 10, 2025, 03:38
[Logout](#)

[Contact GIMS admin](#)

[Dashboard](#)[Clients](#)[Resources](#)[Notifications](#)[Settings](#)

Client report successfully updated and requested.

#GSD2359-25 John Doe Report

Update ReportBack

REPORT REQUESTEDWRITING REPORTLEGAL REVIEWFINALIZING REPORTSUBMITTEDDISTRIBUTEDARCHIVED

Product Type: Gladue ReportReport Status: Saved

Date09/10/2025

Name of Client*John Doe

Date Of Birth*09/09/2025

Address:

City/Town:

Prov Postal Code:

Phone:(111)111-1111

Alternate Contact Number (ex. family, support worker):

Client Email Address (if applicable):john.doe@gmail.com

Indigenous Identity: *
☒ FN ☐ Metis ☐ Inuit ☐ Non-Status

Documented Status: *
☒ Yes ☐ No

Assigned Users

Anisa Traversie
DEFENCE COUNSEL

Defence Counsel Files

Gladue Services Consent For m-Jul 2025.pdf
Sep 10, 2025 03:49 pm
Uploaded By: Anisa Traversie



STEP 4: REFERRAL REQUEST COMPLETION

This step completes the referral request lifecycle.

An email notification and a GIMS update will be sent to Gladue Services Administration, indicating that the referral is complete and ready for writer assignment.

If all required information has been provided, Gladue Services will assign the report or letter to the writer best suited for the matter. Any further actions taken in relation to the file (e.g.: writer assigned) will generate an email notification to the requestor and will also be recorded in the “Updates” column of the requestor’s GIMS account.

Example of administration update in GIMS:

Welcome Anisa Jeanson
Last login was: Wednesday
September 10, 2025, 03:50
[Logout](#)

UPDATES (4)

Gladue Report Requested by Anisa Traversie. September 10, 2025	GSD2359-25 1 minute ago Unread
A new account for Anisa Traversie is awaiting account approval. September 10, 2025	18 minutes ago Unread
Gladue Writer Gillian Schaible has accepted this kevin conroy Gladue	GSD2341-25 2 hours ago Unread