





the  
ucjis help desk



# UCJIS Help Desk

- CIC (Communication and information center)
  - For BCI
- UCJIS Help Desk
  - For everyone else



# BCI

➤ AFIS

➤ Records

➤ Expungements

➤ ABC

➤ Brady

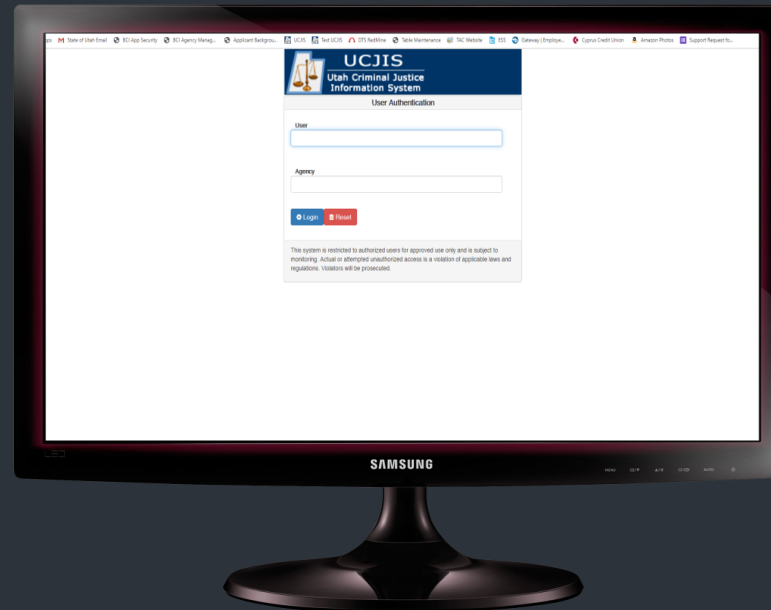
➤ Firearms

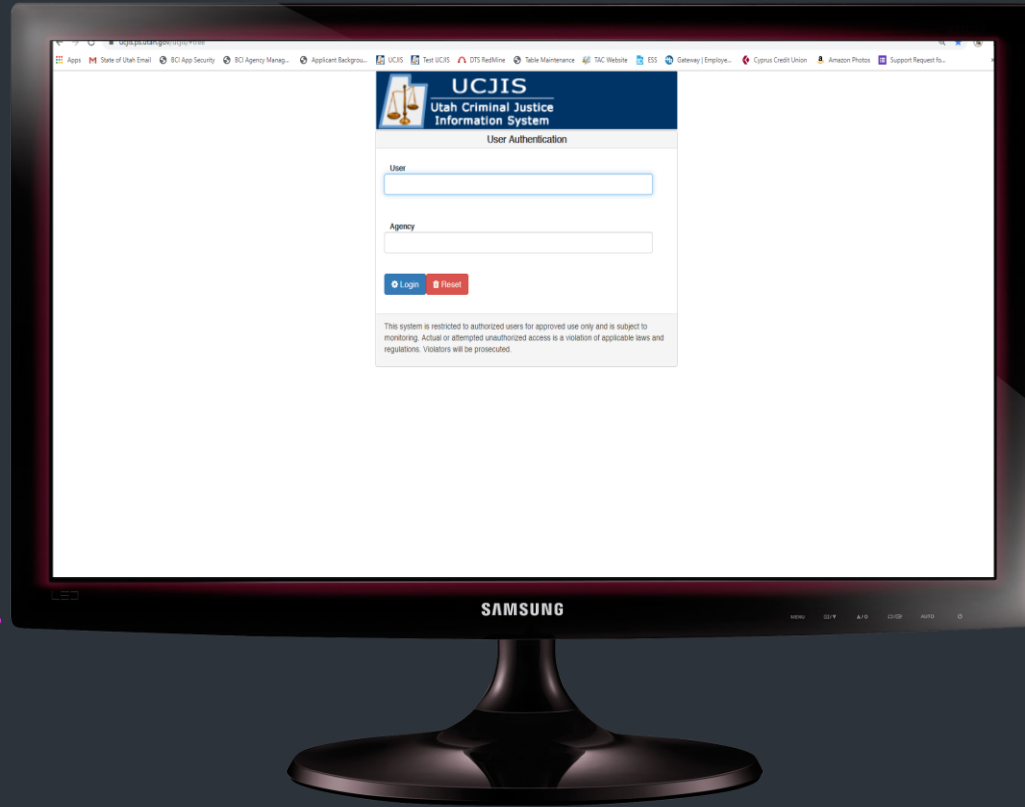
➤ Support  
Services

BCI

➤ CJIS Control Service Agency for Utah

➤ UCJIS





- Field Services
- Auditing
- Training

➤ UCJIS Help Desk

**Programmers**





# UCJIS Help Desk

- 24/7, 365 days a year
- Support for UCJIS
  - System issues
  - Account issues
- Assist with transactions
- Account setup and deletions



# UCJIS Help Desk



801-965-4446



[dpscic@utah.gov](mailto:dpscic@utah.gov)





# user setup

TACs



# User Setup

Required from agency

➤ **ADD Transaction**

➤ **Fingerprints**

➤ **User Setup Form**



# user setup

BCI



# Fingerprint Submission

- Prints processed by ABC section of BCI
- Checks:
  - Statewide Warrants
  - Utah Criminal History
  - III
  - NCIC



# Fingerprint Submission

- ▶ Verify any records found belong to subject
- ▶ Research records so they are complete and accurate
- ▶ 'Release' prints to Help Desk for review and account completion



# Fingerprint Submission

- Quick turnaround
  - 2-3 days typically
- Can take longer if records need research
- Can take longer with backlog



# User Setup

## ➤ **User Setup Form:**

- Review account created by TAC
- Locate fingerprint submission
  - If available from ABC Section:
    - Review hits
    - Add to account (Triggers "RAPBACK" flag)
- Grant permission to transactions requested



## User Setup

- **ABC Report:**

- List of UCJIS print submissions ABC has released for Help Desk review

- Review any hits

- Add to account

- If prints are found, but no form has been submitted, account will be notated





## No Hit on Background Check

- Account setup will be completed (if User Setup Form was submitted)
- REPT Background Status will show “COMPLT”



# Background Check Notifications

- ▶ If non-disqualifying criminal history is found, the Help Desk staff will inform TAC via email that individual is approved, but with a criminal history
- ▶ If approved for UCJIS, but agency no longer wants to employ them, a User Deletion Form must be submitted



# Background Check Notifications

- ▶ If disqualifying information is found, the Help Desk supervisor will notify TAC and Administrator of denial via email
- ▶ Specific disqualifiers will not be listed in email
  - ▶ Run MIL



# Background Check Denials

- ▶ Information on how to appeal a denial is included in email
- ▶ Field Services/Help desk manager handles appeals
  - ▶ Help Desk supervisor cannot make decision on appeals



# Background Check Denials

## Denial Criteria

- ▶ Felony Conviction or felony arrest with no disposition
- ▶ Conviction (or arrest with no disposition) of any severity for:
  - ▶ Crimes involving fraud
  - ▶ Misuse of UCJIS information
  - ▶ Identity theft/fraud
- ▶ Any active warrant



# Background Check Denials

Denial may be approved after an appeal if:

- ▶ Felony case has been closed for 7+ years
- ▶ Misd A fraud or misuse case closed for 5+ years
- ▶ Misd B fraud or misuse case closed for 4+ years
- ▶ Misd C fraud or misuse case closed for 3+ years
- ▶ Warrant has been recalled



# Background Check Denials

- ▶ Prints for denied accounts will be removed from Rap Back after appeal timeline has lapsed
- ▶ User Deletion Form should be submitted for denied individuals

# How can I check the status?

➔ REPT

Any other status means account is not completed yet

Indicates prints are in Rap Back. NOT that account setup is completed

| User ID | View UCJIS Permissions | View Transaction History | Background Status | Criminal Record | Rap Back | Comments |
|---------|------------------------|--------------------------|-------------------|-----------------|----------|----------|
| mmouse  | UCJIS Permissions      | Transaction History      | COMPLT            | N               | RAPBACK  |          |


If there is a criminal record, account setup will take longer


Where it would be indicated if no User Setup Form was received





Important...

- 
- ➔ If all steps for account setup are not completed, the account setup will not be completed

- 
- An individual is not an authorized user, non-user, etc... unless the account status is “COMPLT”



rap back notifications



# Rap Back Notifications

- The Rap Back system will notify BCI of any changes made to a criminal history for any user in the system
- Help Desk reviews new hits and notifies agency



# rms/vendor software

Spillman, Fatpot, Versiterm, etc...



# Vendor Software

- ▶ Help Desk cannot assist with vendor issues
- ▶ Vendors have contact info for programmers for “statelink” or any other issues



## Vendor Software

- ➔ Change password in UCJIS
- ➔ If having issues, try UCJIS directly before contacting the Help Desk



palantir





# Palantir

- Not a BCI program
- Owned by SIAC
  - BCI manages access



# Palantir

- ▶ Training and access request goes through SIAC
  - ▶ Unless they previously had access
- ▶ Access must be requested again if switching agencies



# Palantir

- IP address for users must be “whitelisted” with Palantir
- Instructions for this are part of training from SIAC



ncic quality control



# NCIC Quality Control

- Help Desk receives list of all NIC numbers entered in Utah for previous day
- Graveyard shift quality controls entries
- Similar to audit

# NCIC Quality Control

Hello,

WHILE CONDUCTING QUALITY CONTROL SOME INFORMATION WAS FOUND THAT MIGHT NEED TO BE ADDED TO OR CORRECTED ON THE FOLLOWING NCIC RECORD:

1. Please add FBI UCN: 111111111
2. Please add License Number: 000000000
3. Please add State ID: 123456
4. There is an identifying image that can be added to the NCIC entry

PLEASE VERIFY IF THE CHANGE SHOULD BE MADE AND ADD OR CORRECT THIS INFORMATION AS SOON AS POSSIBLE, THANKS FOR YOUR HARD WORK! BCI

MKE/MISSING PERSON OTHER  
ORI/UT0300000 NAM/TEST, SENOR SEX/M RAC/W  
DOB/19510721 HGT/509 WGT/140 EYE/BR0 HAI/BR0  
SOC/9999999999  
MNP/MP DLC/20180223 OCA/TEST1234  
MIS/CONTACT 8015552447 SGT FAKE MAN  
FPA/N  
DNA/N  
ORI MADE UP PD  
NIC/M001000110 DTE/20190909 1748 EDT DLU/20190912 1812 EDT  
IMMED CONFIRM MISSING PERSON STATUS WITH ORI

Thank you, Andres  
BCI UCJIS Help Desk  
[dpscic@utah.gov](mailto:dpscic@utah.gov)  
Phone: 801-965-4446  
Fax: 801-969-7065

# Tips for Better Service







# TAC should be a resource for Users

- ▶ A knowledgeable TAC standing next to the user may be a better help than an operator on the phone
- ▶ Good opportunity to train and understand agency needs
- ▶ Some issues are not UCJIS related and deal with agency policy



# Call only for UCJIS issues

- ▶ We cannot help with 3<sup>rd</sup> party programs
  - ▶ Spillman, Fatpot, etc...
  - ▶ Coris, Xchange, PIMS, OMS, etc...
- ▶ Don't refer public to Help Desk
  - ▶ BCI main line 804-965-4445
  - ▶ Reduce hold time



## Have User call in

- ▶ Must verify information from user
  - ▶ Cannot give temporary password to anyone else
- ▶ Follow-up questions are more easily answered



# Keep FTO's and new users in the loop

- New users often try to log in without completed account setup
- Let them know the status



## Be specific and detailed

- “I can’t find a warrant I’m looking for.”
  - SWW
  - NCIC Wanted Person
  - eWarrant



# Use common terminology

- “It came back as 1010.”
  - Not all agencies have the same codes
  - Civilian staff don't know LE codes
- We will try to use understandable terminology as well



# Have resources available

- NCIC manuals

- TAC Website

- Can show where to find answers in future



# Train agency on Alerts

- Amber, Silver, Blue and EMA
- Not common situations
  - Very stressful and tense
- Help Desk is prepared to assist, but time is crucial





# Field Services vs the Help Desk



# Field Services vs Help Desk

- Same system, different roles
- The Help Desk is always available and willing to assist
- Certain things are specific to Field Services or the Help Desk

Who should you call?





## Help Desk or Field Services?

- You temporarily disabled a user in your agency because she was on maternity leave. She is now back to work and needs her account reactivated



# Help Desk

- Any access or account setup goes through the Help Desk



## Help Desk or Field Services?

- Your agency is investigating misuse by a user. You need to see their transaction history further back than the 21 days you have access to view



# Field Services

- Dissemination Log Request Form



## Help Desk or Field Services?

- ▶ You submitted fingerprints and forms for a new user and want to know what the status of the account is





# Help Desk

- ▶ Can also check REPT for status
- ▶ Fingerprint processing can take a few days
- ▶ Make sure all account setup steps have been completed
  - ▶ ADD transaction
  - ▶ Fingerprints
  - ▶ User Setup Form



## Help Desk or Field Services?

- ▶ You are trying to log into UCJIS and are getting an error



# Help Desk

- Provide as detailed information as possible



## Help Desk or Field Services?

- You were marked out of compliance on your BCI Audit for multiple NCIC entries and would like help fixing them



# Field Services

- ▶ Anything pertaining to an audit should be discussed and worked through with the auditor



## Help Desk or Field Services?

- You are trying to log in to retrieve your NCIC validations and cannot get into the server



# Field Services

- Account management for SFTP server is handled only by Field Services



## Help Desk or Field Services?

- You attempted to enter your password multiple times with the caps lock on and are locked out





# Help Desk





## Help Desk or Field Services?

- You are disappointed by the terrible bearded presenter at TAC Conference and would like to complain

# Field Services

➤ TAC Conference is planned by Field Services

➤ Or...





## Help Desk or Field Services?

- You are entering an article in NCIC and cannot figure out the “type”



# Either

- Both sections are familiar with NCIC
- Field Services specifically audits and trains on NCIC
  - May be better resource
- Field Services may not be available



## Help Desk or Field Services?

- ➔ You want to check on your CFP application status



# Neither

- The Firearms section can be contacted through the BCI main phone number

- 801-965-4445



## Help Desk or Field Services?

- You need to amend charges on a fingerprint card submitted for an individual you booked





# Neither

- The Records section can be contacted through the BCI main phone number

- 801-965-4445