UCJIS Helpdesk

UCJIS Helpdesk

- Also called CIC
  - Communication and Information Center for BCI

- Support for UCJIS
  - System issues
  - Account issues

- Assist with transactions

- Account setup and deletion

UCJIS Helpdesk

- 24/7, 365 days a year

- Phone or email assistance
  - 801-965-4446
  - dpscic@utah.gov

UCJIS Helpdesk

- UCJIS related calls only

- Please do not give the Helpdesk number to the public
  - BCI main line 801-965-4445

- Callers get frustrated and you wait on hold

Helpdesk Customer Service

- Clear, detailed and specific information
  - Helps resolve issues much faster

- Email requests are a good option if request is not urgent
  - Monitored and responded to 24/7
  - Section policy to respond within 20 minutes

UCJIS Helpdesk

- User setup and deletion

- Denials and appeals

- System issues

- NCIC quality control

- Broadcast Message Monitoring

- Public alerts

Account Setup and deletions

- User/Non-User Security Agreement

- Fingerprint Submission

- Account deletions

- Access requests for existing accounts

Security Agreements

- Required for all users, non-access users, and non-users
  - Appropriate agreement must be submitted

- Submitted to Field Services representative

- Must be signed and submitted before account setup can be completed

- If no agreement is submitted within 90 days, the account is deleted

UCJIS USER SECURITY AGREEMENT

Per Utah Administrative Rule R722-900, a **USER** means a person working for or with an agency who has direct access to UCJIS or a **NON-ACCESS USER** who obtains UCJIS records from a person who has direct access.

UCJIS USER SECURITY STATEMENT

Dissemination, Privacy, and Security of Information: All of the information acquired from any file accessed in UCJIS, which includes ULEISA, the Public Safety Alerts and Notifications System (PSANS), and NDex, is governed by regulations and policies of the FBI and the State of Utah. Dissemination, along with the privacy and security of any information acquired from any file in UCJIS, is for criminal justice purposes only. This information should be used for criminal justice purposes and criminal justice employment only. Printed copies must be destroyed by shredding or burning when no longer needed. Per the Administrative Office of the Courts, local agencies may NOT generate a hard copy of a juvenile's rap sheet or record summary.

Misuse of UCJIS information: Violation of dissemination, privacy, or security regulations may result in civil and/or criminal prosecution of the person(s) involved and loss of state computer access for the user and his/her agency. BCI maintains an automated dissemination log of all UCJIS file transactions to help ensure this information is being accessed for authorized purposes. Any unauthorized request or receipt of this information could be considered misuse. Utah Code Annotated 53-10-108(12) (a) states:

(12) (a) It is a class B misdemeanor for a person to knowingly or intentionally access, use, disclose, or disseminate a record created, maintained, or to which access is granted by BCI or any information contained in a record created, maintained, or to which access is granted by BCI for a purpose prohibited or not permitted by statute, rule, regulation, or policy of a governmental entity.

User ID: Each UCJIS user must have his/her own user ID that must never be shared even for training purposes. Each user will be held accountable for each transaction in UCJIS under his/her user ID.

Criminal Background Checks: All UCJIS users, including those who are POST certified or who have a Utah Concealed Firearm Permit (CFP), must undergo a criminal background check prior to having direct access to UCJIS information or receiving UCJIS information from a user with direct access. The criminal background check contains both a name and fingerprint search of UCJIS files and the FBI RAP Back System. The FBI RAP Back System retains prints for the purpose of being searched by future submissions including latent fingerprint submissions. The existence of a criminal conviction, outstanding warrant, or a new criminal arrest may result in loss of access to UCJIS or UCJIS information.

UCJIS USER SECURITY AGREEMENT

I, _____, have read and accepted the *UCJIS User Security Statement* and understand that I must abide by this agreement to have access to any information acquired through UCJIS.

Signature: _____   User ID: _____

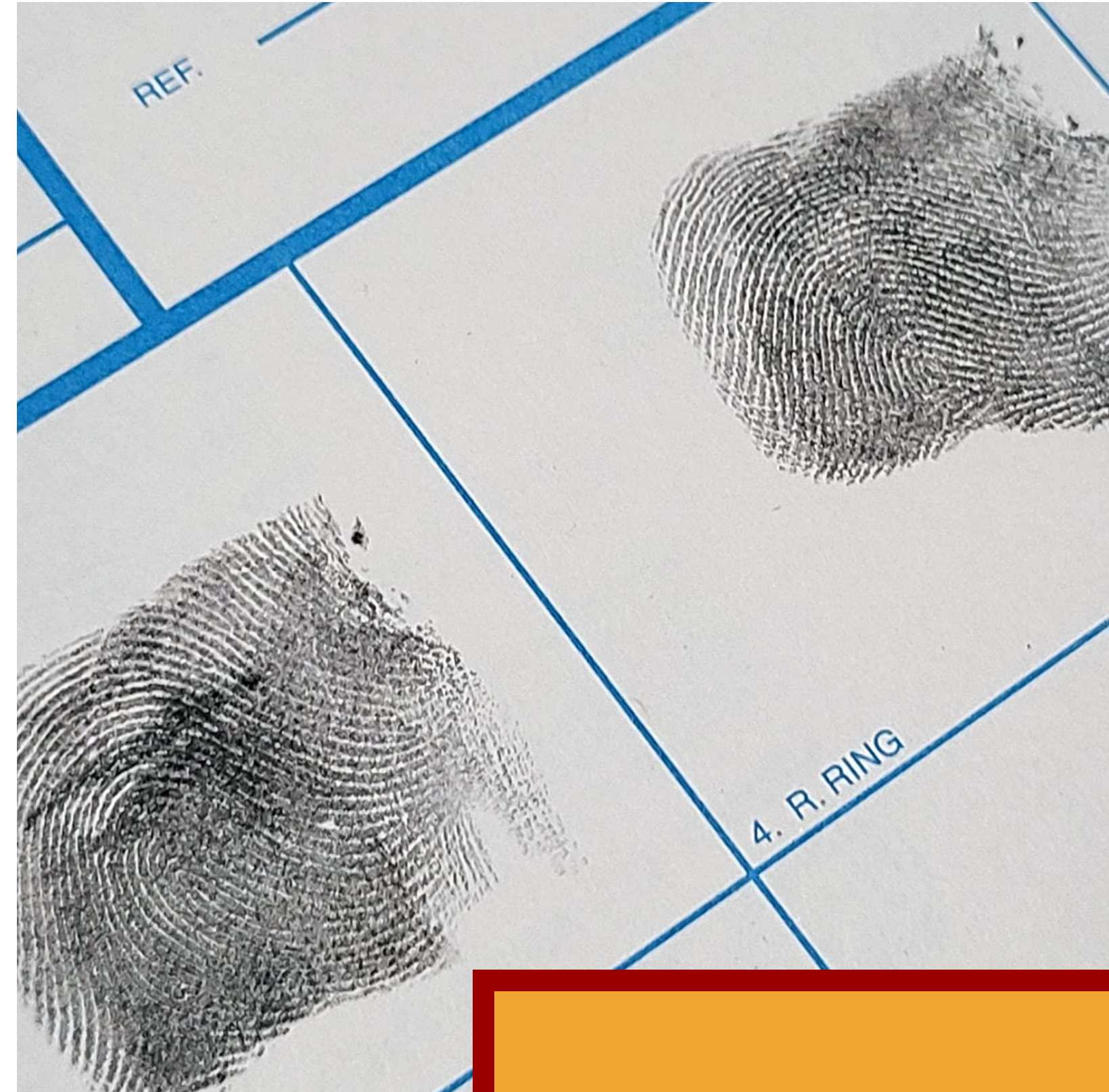Date: _____   Agency ORI _____

This agreement must be sign_____

This form doe_____

Please submit this agreement to _____

Fingerprint Submissions

- All submissions are processed by BCI's ABC section

- Checks:
  - Utah Statewide Warrants
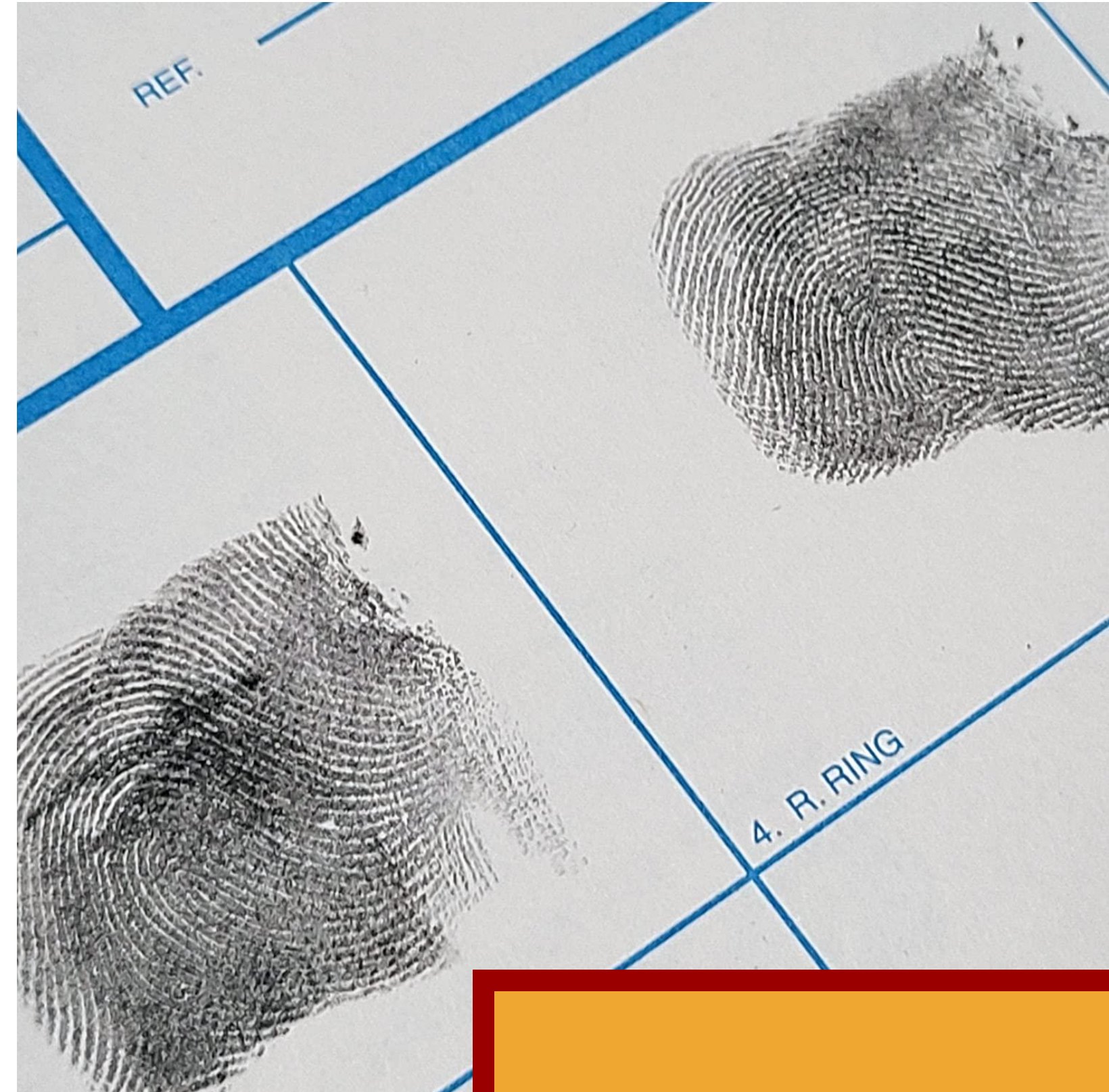 - Utah Criminal History
  - III
  - NCIC

Fingerprint Submissions
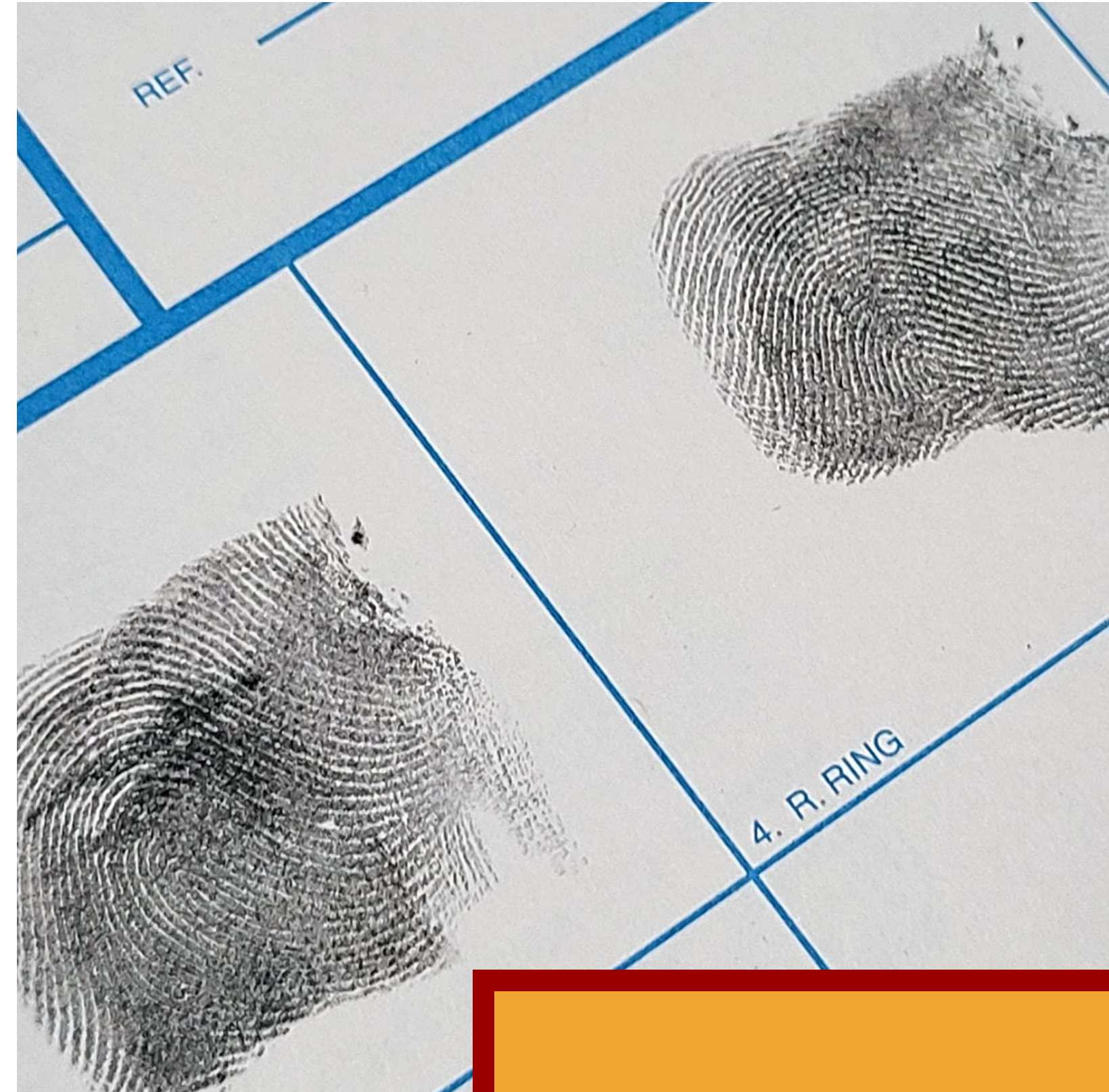
ABC Section process:

- Enroll fingerprints into FBI Rapback system

- Verify that record belongs to the subject

- Research any record found to ensure it is complete and accurate

- Release the background check information to the helpdesk

Fingerprint Submissions

- The UCJIS Helpdesk is set up as an ABC "qualified entity" and is responsible for all UCJIS fingerprints

- Fingerprint submission is not tied to your specific ORI

- Fingerprint submissions with no matching account are deleted after 30 days

Account deletion

- A User Deletion Form should be submitted as soon as an individual leaves an agency

- BCI has 5 days to remove the rapback subscription per FBI Rapback policy
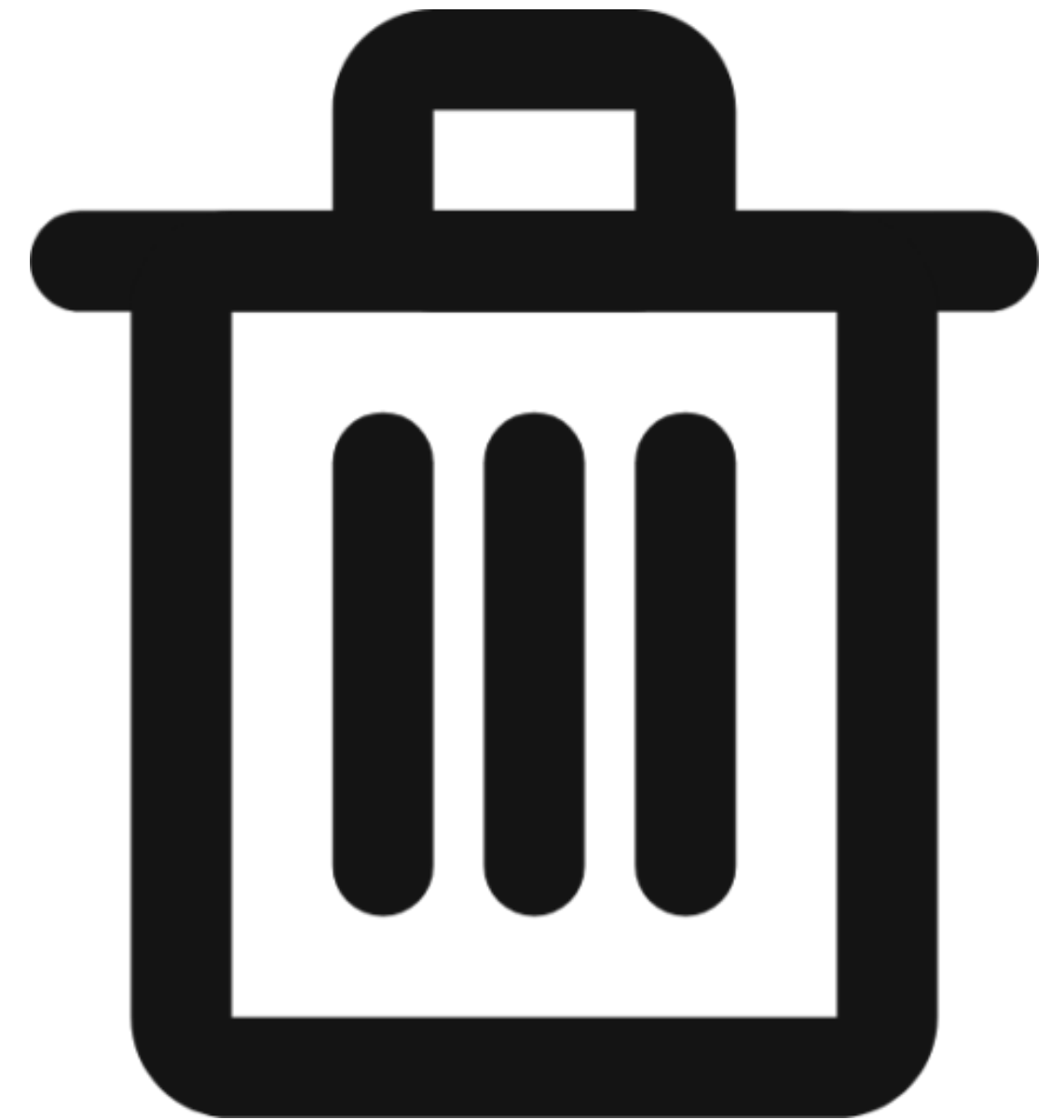
Access Requests for Existing Accounts

- Requests should be sent via email

- Check REPT for access

- Some transactions will require additional acknowledgement or verification

Setup Reminders

- Keep new users and trainers in the loop with status

- Issue temporary password when accounts are ready

- Be specific with transaction requests
  - ie: PC (arresting, booking)
  - ODNA (query, app, both)

Background Check Denials

- Denial criteria

- Notification process

- Appeal criteria and process

DENIED

Denial Criteria

- Any felony conviction, pending felony charge, or felony arrest with no disposition

- Conviction, pending case, or arrest with no disposition (any severity) for charges relating to:
  - Crimes involving fraud
  - Misuse of UCJIS information
  - Identity theft/fraud

- Any active warrant

Denial Notifications

- Denial notifications will come via email from the Helpdesk supervisor or Field Services Manager

- May take longer for additional research or verification

Full Name	Background Status
YOGI BEAR	DENIED

Denial Notifications

- Email notification will not list the disqualifying charge.

- Instructions for appeal will be included

- Status can also be found on your REPT

Full Name	Background Status
YOGI BEAR	DENIED

Denial Appeals

- Follow instructions in denial email

- Appeals can only be handled by the Field Services Manager

- Must be submitted within 60 days of denial notification

Appeal Approval Criteria

Denials may be approved if the following timelines have passed from the closing date of the case:

- Felony- 7 years

- Misdemeanor A- 5 years

- Misdemeanor B- 4 years

- Misdemeanor C/Infraction- 3 years

- If a warrant has been recalled

Rapback Hits

If the FBI receives fingerprints for a crime committed by someone with a UCJIS Rapback submission, the helpdesk will be notified by the ABC program

- Helpdesk will determine whether charge is a UCJIS disqualifier

- Will inform TAC and agency administrator either way

- Timing depends on agency fingerprint submission to the FBI

System Issues

- Account problems

- UCJIS errors

- Vendor software

Account Problems

Can't log in?

- Password
  - Expired
  - Wrong one

- Training date

Account Problems

- No access to a transaction?

- TAC can run REPT to check transaction access

- Helpdesk can check access

- TAC can request access via email

User ID	View UCJIS Permissions
ybear	UCJIS Permissions

UCJIS Errors

- Is it widespread or just 1 transaction, user?

- Note the specific error or problem

- Take screenshots if able

- Provide detailed, specific information when contacting the Helpdesk

UCJIS Errors

- Helpdesk passes on information to programmers after gathering it

- May not be a Utah issue
  - Nlets
  - III, NCIC

Vendor Software

- If there is trouble running a transaction in a vendor program, attempt to run it directly in UCJIS

- BCI cannot assist with vendor software troubleshooting
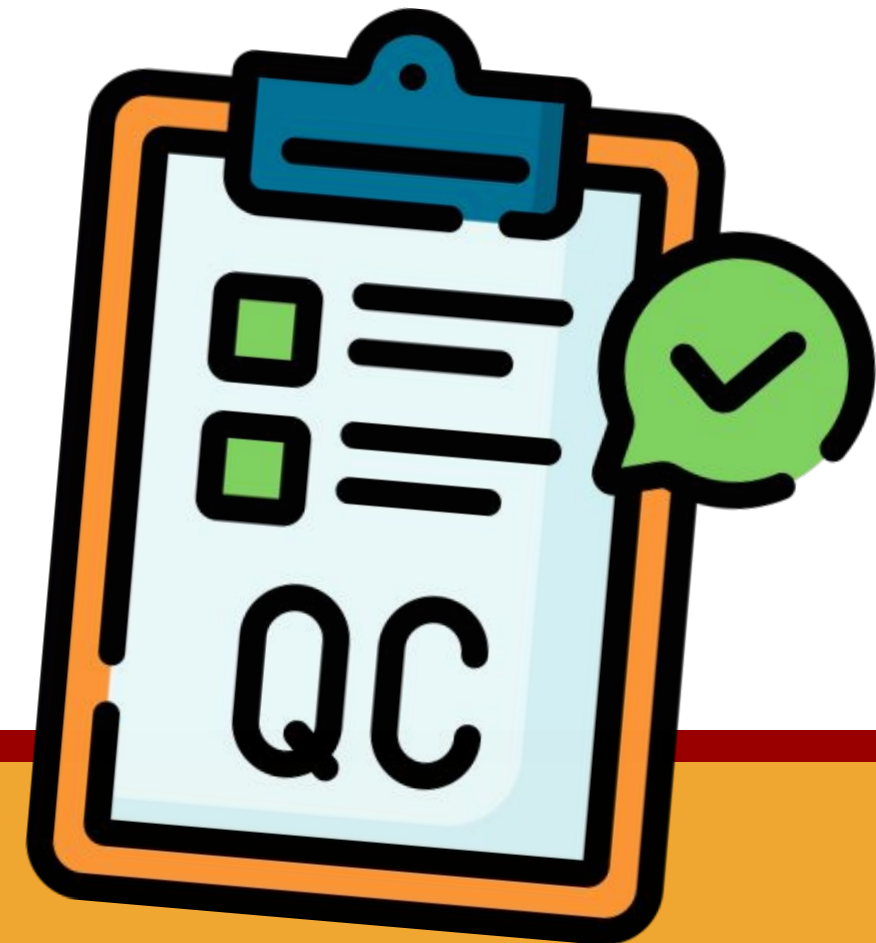
- Change UCJIS passwords in UCJIS

NCIC Quality Control

NCIC Quality Control

The UCJIS Helpdesk quality controls NCIC entries submitted the previous day

NCIC Quality Control

- Helpdesk will send corrections or additions to agency via email

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

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MKE/MISSING PERSON OTHER
ORI/UT0300000 NAM/TEST,SENOR SEX/M RAC/W
DOB/19510721 HGT/509 WGT/140 EYE/BRO HAI/BRO
SOC/999999999
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
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Thanks,

BCI UCJIS Help Desk
dpscic@utah.gov
Phone: 801-965-4446
Fax: 801-969-7065

NCIC Q uality Control

- This is not an audit, we are only providing suggested corrections or additions
  - Based on information available in UCJIS transactions

- Your agency records may have more up to date information

Broadcast Message Monitoring

Broadcast Message Monitoring

- The helpdesk monitors UCJIS Broadcast Message traffic
  - Alerts
  - YQ/YR
  - AM for statewide broadcast

- Will contact agency upon 3rd request if YR not sent

Public Alerts

Public Alerts

- Do not add sensitive or personally identifying information to public alerts

- Some go directly to the public and are published on the BCI website

- Helpdesk does quality control before sending to media
  - May delay forwarding to media

Amber Alert and Blue Alert

- Helpdesk receives the phone call and collects vital information to pass along to on-call coordinator
  - Agency
  - Specific point of contact

- Helpdesk will notify appropriate contacts via text message
  - Lead time is helpful

- Helpdesk will contact on-call coordinator

EMA and Silver Alert

- Helpdesk receives phone call and collects vital information to pass along to on-call coordinator

- Helpdesk will copy and paste alert information from EMA message in Broadcast messages and forward it to media contacts

Tyler Thomsen

BCI-UCJIS Helpdesk Supervisor

tthomsen@utah.gov

385-266-1088