

# 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, management, and deletion

# UCJIS Helpdesk

- 24/7, 365 days a year
- Phone or email assistance
  - 801-965-4446
  - [dpscic@utah.gov](mailto:dpscic@utah.gov)

# UCJIS Helpdesk



# **UCJIS Helpdesk**

- **UCJIS related calls only**
- **Please do not give the Helpdesk number to the public**
  - **BCI main line 801-965-4445**

# 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
  - All requests for additional access must be sent via email



# Helpdesk Section Members

- Day shift
  - Jenn, Liz, Kelcey
- Swing Shift
  - Evan, Liz, Samantha
- Graveyard Shift
  - Maylyn



# UCJIS User Setup



# User Setup

- ADD Transaction
- User or Non-User Security Agreement
- Fingerprints
- User Setup Form



# Fingerprints

- Readable 10 print card or Livescan submission
- Livescan machine; billing code B1019
  - B1018 for POST
  - Can have POST prints duplicated for UCJIS
    - Reach out to BCI's ABC Section
- Fingerprints with no associated account are deleted after 30 days



# User Setup Form

- Google Form or hard copy
- Can submit Google Form, even with hard copy fingerprints
  - ADD transaction MUST be completed first
- Hard copy User Setup Forms with no associated account will not be retained
  - Must submit a new one



# **UCJIS**

# **Denials**

# UCJIS Background Checks

- Run by BCI's ABC section, fingerprints retained in FBI Rapback system
- BCI determines UCJIS access eligibility
- TAC can and should run criminal history and warrant inquiry as well
  - CHQ, QH, QSW, QW
  - Purpose code J
- Know for your agency, able to anticipate BCI background check results

# Denial Criteria

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

## CHARGES DISPOSED OF:

OFFENSE LITERAL: THEFT OF A VEHICLE

STATUTE: 76-6-404.V

NCIC CODE: 2399 - LARCENY

SEVERITY: FELONY 2

PLEA: GUILTY

DISPOSITION: CONVICTED

COURT ACTION DATE: 11/17/1999

DISPOSITION COMMENTS:

ACTION = CONVICTED

NCIC LITERAL: LARCENY

PRISON SENTENCED: 1-15 YEARS

JURISDICTION: UNKNOWN

PLEA DATE:

# Denial Criteria

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

**OFFENSE LITERAL:** FORCIBLE SEXUAL ABUSE X5

**STATUTE:** 76-5-404(2)+(3A)

**NCIC CODE:** 1199 - SEX ASSAULT

**SEVERITY:** FELONY 2

**DISPOSITION:** ADJUDICATION PENDING

**COURT ACTION DATE:**

**JURISDICTION:** STATE OF UTAH

- May not even have court case yet
- Can also be Plea in Abeyance or Diversion



# Denial Criteria

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

```
===== CYCLE 008 =====
EARLIEST EVENT DATE      2009-04-13
-----
ARREST DATE              2009-04-13
ARREST CASE NUMBER       1873059
ARRESTING AGENCY         CA0190000 SHERIFF'S OFFICE
SUBJECT'S NAME           SEKONA, PAUL
CHARGE                   1
                        CHARGE LITERAL 001 COUNTS OF POSS/PUR COKE BASE F/SALE
                        SEVERITY   UNKNOWN
```



# Denial Criteria

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

## CHARGES DISPOSED OF:

OFFENSE LITERAL: COMMUNICATIONS FRAUD

STATUTE: 76-10-1801(1)(D)

NCIC CODE: 2608 - FRAUD - BY WIRE

SEVERITY: MISDEMEANOR A

PLEA: GUILTY

DISPOSITION: CONVICTED

JURISDICTION: STATE OF UTAH

PLEA DATE: 6/3/2014

# Denial Criteria

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

**OFFENSE LITERAL:** KNOWING, INTENTIONAL ACCESS DISSEMINATE CITS DIV RECORD X 3

**STATUTE:** 53-10-108(12)(A)

**JURISDICTION:** STATE OF UTAH

**NCIC CODE:**

**SEVERITY:** MISDEMEANOR B

**DISPOSITION:** ADJUDICATION PENDING

**COURT ACTION DATE:**

# Denial Criteria

- Conviction, pending case, or arrest with no disposition (any severity) for charges relating to:

ARREST DATE	2009-07-18
ARREST CASE NUMBER	200932398
ARRESTING AGENCY	CA0330000 SHERIFF'S OFFICE
CHARGE	1
CHARGE LITERAL	001 COUNTS OF BURGLARY
SEVERITY	UNKNOWN
CHARGE	2
CHARGE LITERAL	001 COUNTS OF PETTY THEFT RETAIL/ETC
SEVERITY	UNKNOWN
CHARGE	3
CHARGE LITERAL	001 COUNTS OF CONSPIRE,DEFRAUD/ETC PRSN
SEVERITY	UNKNOWN

# Denial Criteria

- Any active warrant
- Try to clear it up before a denial happens





# Denial Notifications

- Denial notifications will come via email from the Helpdesk Supervisor or Field Services Manager
  - Will be sent to TAC. Agency administrator will be CCed
- Email notification will not list the disqualifying charge.
  - Contact Helpdesk supervisor with questions or if unable to view
- Account status can be found in REPT



# UCJIS Denials

- Additional research may be needed to determine eligibility
- If you are aware of a charge and have additional documentation, please provide it
- BCI background check is minimal standard for UCJIS access
  - Agency can be more strict with hiring or access
- Initial background check denial criteria is more strict than appeal criteria



# Denial Appeals



- Follow instructions in denial email
- Appeals must be submitted to Field Services Manager
  - For questions about the denial, contact Helpdesk Supervisor
- Must be submitted within 60 days of denial



# 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





# Appeal Approval Criteria

## CHARGES DISPOSED OF:

OFFENSE LITERAL: THEFT OF A VEHICLE

STATUTE: 76-6-404.V

NCIC CODE: 2399 - LARCENY

SEVERITY: **FELONY 2**

PLEA: GUILTY

DISPOSITION: **CONVICTED**

COURT ACTION DATE: 11/17/1999

DISPOSITION COMMENTS:

ACTION = CONVICTED

NCIC LITERAL: LARCENY

PRISON SENTENCED: 1-15 YEARS

JURISDICTION: UNKNOWN

PLEA DATE:



Timeline has likely been met

# Appeal Approval Criteria

OFFENSE LITERAL: FORGERY

STATUTE: 76-6-501

NCIC CODE: 2589 - FORGERY

SEVERITY: **FELONY 3**

PLEA: GUILTY

DISPOSITION: **CONVICTED**

COURT ACTION DATE: 11/17/1999

JURISDICTION: UNKNOWN

PLEA DATE:

Timeline has likely been met



# Appeal Approval Criteria

## CHARGES DISPOSED OF:

OFFENSE LITERAL: POSSESS FORGERY WRITING/DEVICE

STATUTE: 76-6-502

NCIC CODE: 2506 - POSSESS FORGED

SEVERITY: MISDEMEANOR A

PLEA: GUILTY

DISPOSITION: CONVICTED

COURT ACTION DATE: 4/12/2002

JURISDICTION: STATE OF UTAH

PLEA DATE: 4/12/2002

Timeline has likely been met





# Appeal Approval Criteria

## CHARGES DISPOSED OF:

OFFENSE LITERAL: STALKING

STATUTE: 76-5-106.5(2)+(3BV)

NCIC CODE: 1316 - INTIMIDATION INCLUDES STALKING

SEVERITY: **FELONY 3**

DISPOSITION: **ADJUDICATION PENDING**

COURT ACTION DATE:

VIOLATION DATE: 8/25/2025



**Likely still pending. But could have been reduced or dismissed**

# 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
- Same denial and appeal process



# Account Deletions

- A User Deletion Form must be submitted as soon as an individual leaves an agency
  - FBI Rapback policy requires BCI remove fingerprints within 5 days
- May request that fingerprints be retained if going to another agency



# **System/Account Issues**

# Account Problems

## Common login issues:

- Check REPT to ensure that training dates are not expired
- Remind users to change password before expiration date
  - Weekends
  - Vacations





# UCJIS Errors

- Is it widespread or just 1 transaction, user, record?
- Note the specific error or problem
- Take screenshots if able



# UCJIS Errors

- May not be a Utah issue
  - Nlets
  - III, NCIC
- Check Broadcast Messages and UCJIS Message of the Day
- Helpdesk phones may have recorded message



# 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 password directly in UCJIS
- Request training and training materials from vendor or agency in charge of program
  - Example: [traffic.ps.utah.gov](http://traffic.ps.utah.gov) – HWY Safety



# **Voluntary Lethal Means Restrictions**

# Voluntary Lethal Means Restrictions

- Per UCA 53-5a-504, individuals may request to be temporarily restricted from purchasing a firearm
- Requests come to BCI from:
  - Health care providers
  - Law enforcement agencies
- Law Enforcement agencies submit through the RY transaction



# Voluntary Lethal Means Restrictions

- Request permission to RY transaction from the Helpdesk
- Helpdesk receives and processes requests
  - Adds to Brady restricted list
  - Checks for Utah Concealed Firearm Permit
- For further information, refer to UCA 53-5a-504 and Field Services trainings and slides



# Resources

# Resources

- Make sure everybody knows the TAC or Alt-TAC
  - Agency administrator
  - All users
- Field Services trainings





# Resources

- TAC Website
  - Forms
  - Manuals
    - BCI
    - NCIC
    - III
  - Training presentations



**BCI-UCJIS Helpdesk**  
**dpscic@utah.gov**  
**801-965-4446**



**Tyler Thomsen**  
**BCI-UCJIS Helpdesk Supervisor**  
**tthomsen@utah.gov**  
**385-266-1088**



**OFFENSE LITERAL:** KNOWING, INTENTIONAL ACCESS DISSEMINATE CITS DIV RECORD X 3  
**STATUTE:** 53-10-108(12)(A) **JURISDICTION:** STATE OF UTAH  
**NCIC CODE:** 5599 - HEALTH-SAFETY  
**SEVERITY:** MISDEMEANOR B  
**DISPOSITION:** ADJUDICATION PENDING  
**COURT ACTION DATE:**