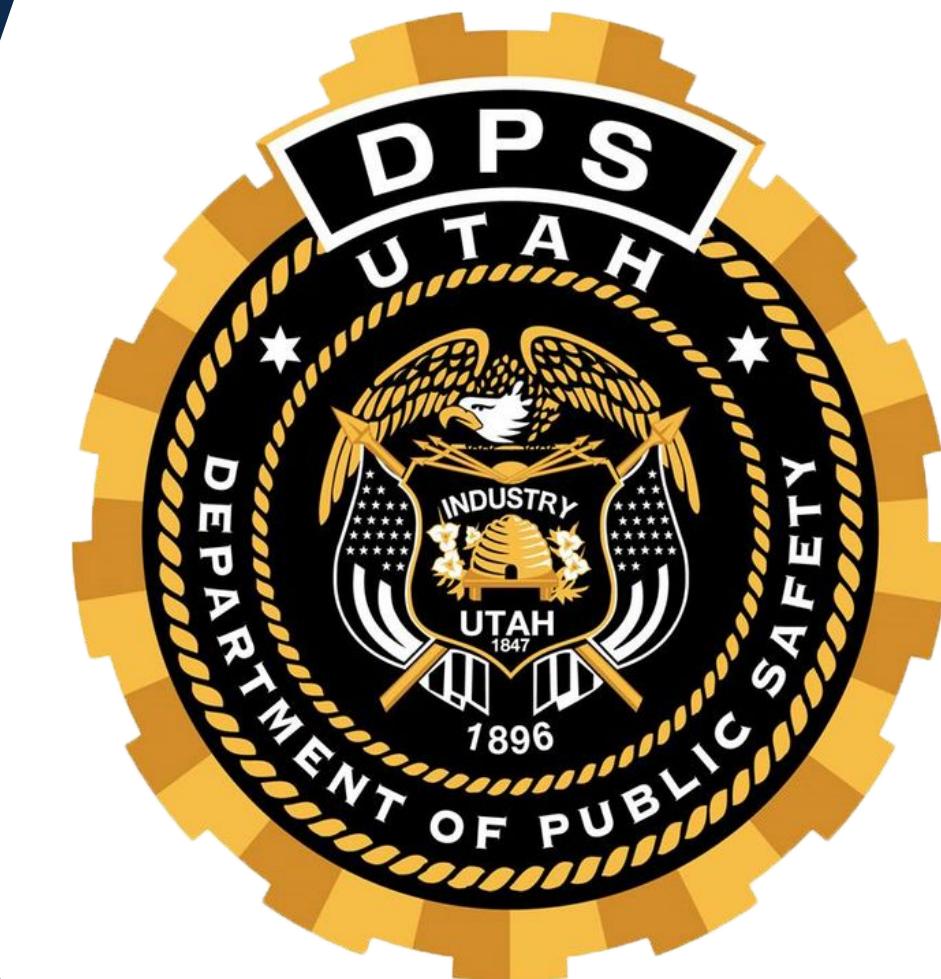


UCJIS Helpdesk



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

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:

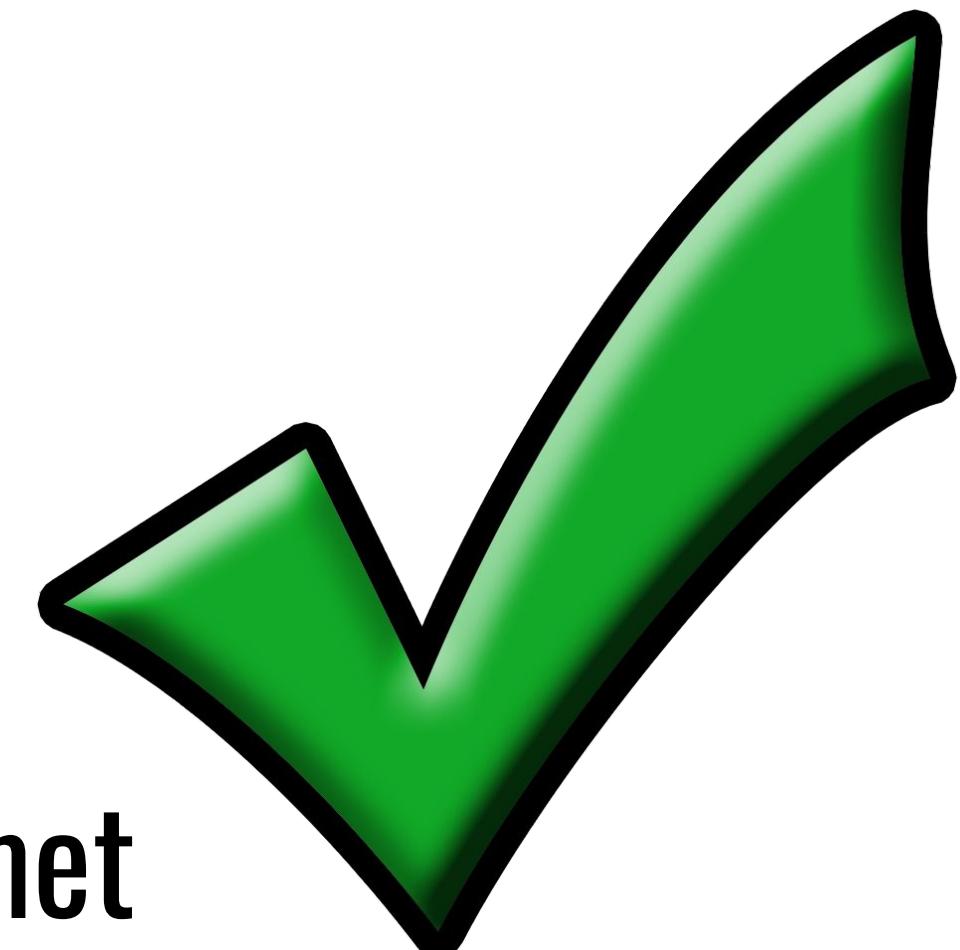
ACTION = CONVICTED

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 - 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: