# CJLEADS User Administration

## User's Guide

**Introduction**

The CJLEADS User Administration Utility tool allows CJLEADS administrators to manage user accounts and manage user's access to the CJLEADS application. This tool allows administrators to search for end users, grant or revoke end user's access to CJLEADS, and add/modify roles for end users.

CJLEADS is leveraging NCID and Multi Factor Authentication (MFA) capabilities to ensure that the CJLEADS application is secure. Both the NCID username and password and MFA will be required to access the CJLEADS User Administration Utility tool.

**Logging In**

1. To log onto the CJLEADS Administration Utility, please use link below.
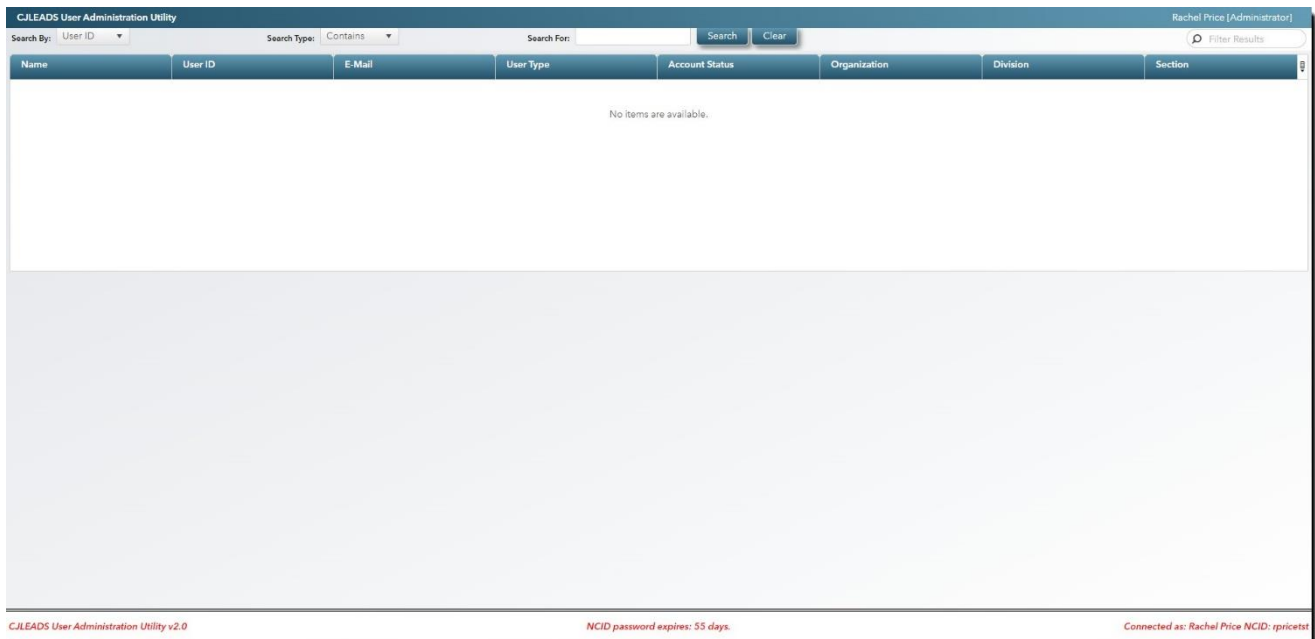
   https://cjleads2.ondemand.sas.com/Admin2/
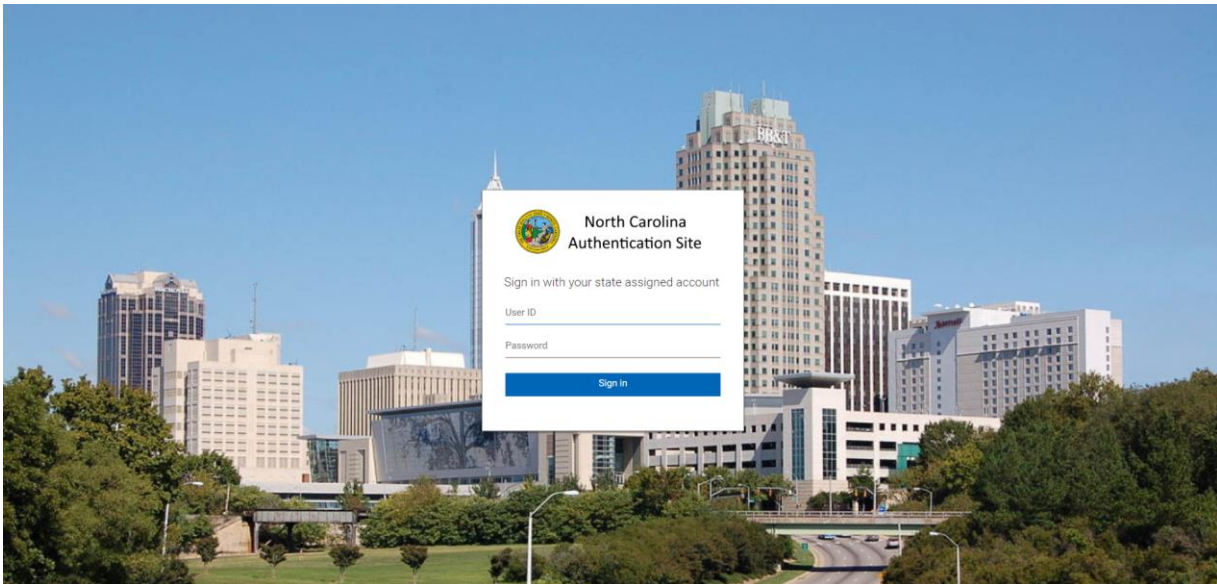


2. Type the NCID username in the **User ID (NCID)** field.

3. Type the NCID password in the **Password** field.

4. Click **Sign In**. The system will now verify through your second verification method that was chosen. Please verify with your MFA to gain access to the Search Screen.

**Searching for Users**

The first screen that will appear is the user search screen. This screen will be used to locate CJLEADS users based on search criteria entered. When the appropriate user has been located, administrators will click the user's line of information. This will allow administrators to drill down to the user details and execute the necessary actions. Please note, the User Detail screen will open automatically on a single search result.
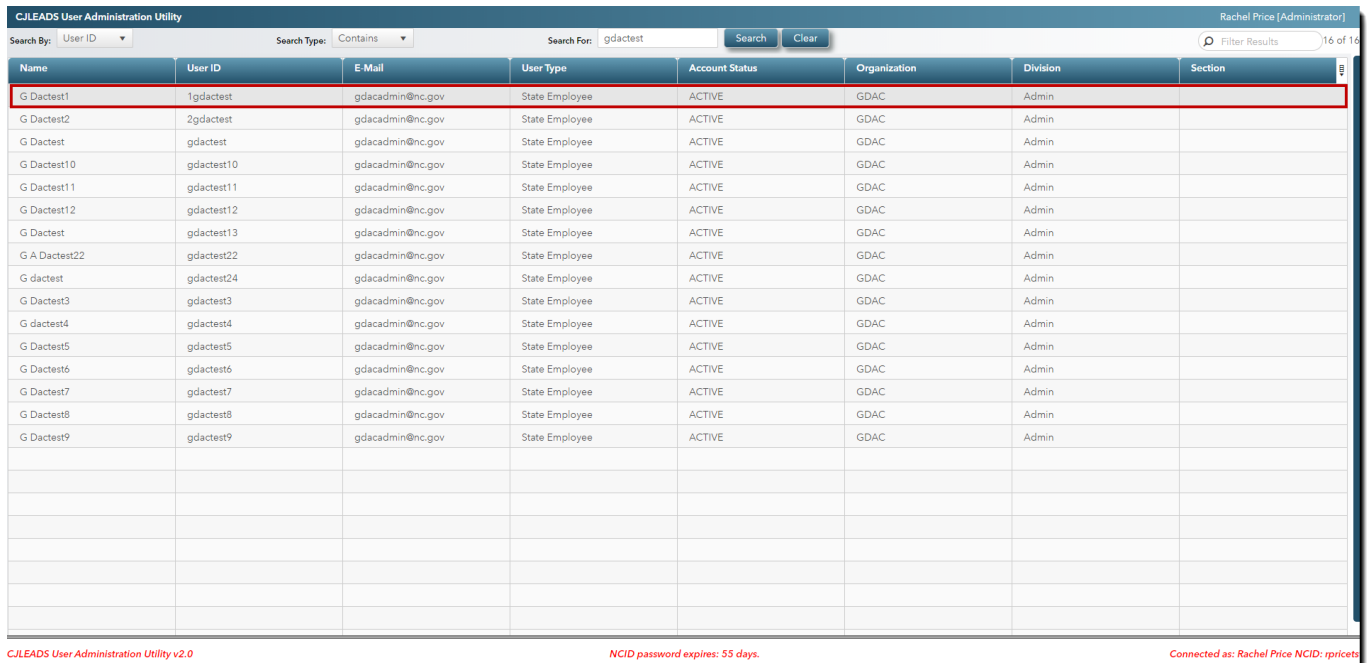


1.  From the **Search By** dropdown, select User Id, E-mail, First Name, or Last Name.

2.  In the **Search Type** dropdown, choose one of the following criteria:

    - Contains
    - Exact Match
    - Begins With
    - Ends With

3.  Type the appropriate information in the **Search For** field.

4.  Click **Search**.

The results of the search will be displayed in the columns below search criteria. Additional fields have been added to the Search Results. Use the **Account Status** (status with NCID – active or disabled), **Organization**, **Division**, and **Section** fields to help identify user accounts and to check the status of the account.

**NOTE:** The **Filter Results** field can be used to narrow down the list of displayed results.


## Modifying User Accounts

Agency administrators can manage assigned accounts within the authorized organization, division and/or sections.  Most fields on the screen are maintained in NCID and are therefore read-only.  CJLEADS  User Administrators will grant access to CJLEADS and set appropriate role(s) for agency users.

| Search By: | User ID ▾ | Search Type: | Contains ▾ | Search For: | gdactest | Search | Clear | 🔍 Filter Results | 16 of 16 |

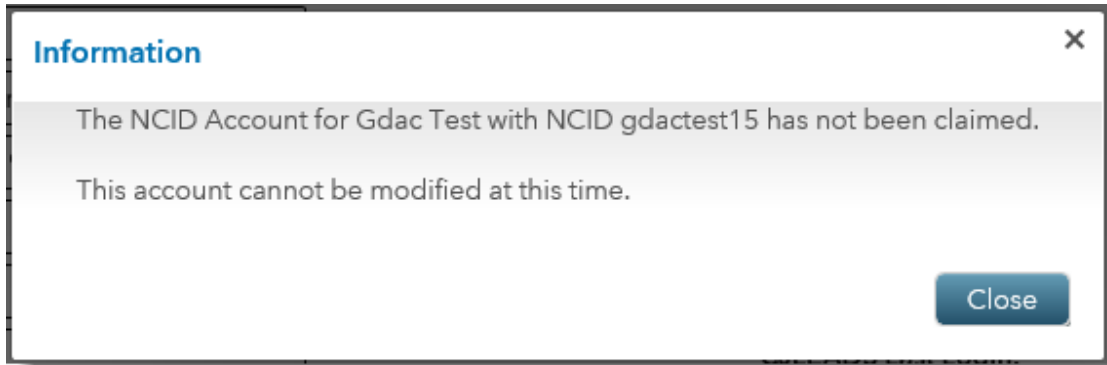| Name | User ID | E-Mail | User Type | Account Status | Organization | Division | Section |
|------|---------|--------|-----------|----------------|--------------|----------|---------|
| G Dactest1 | 1gdactest | gdacadmin@nc.gov | State Employee | ACTIVE | GDAC | Admin | |
| G Dactest2 | 2gdactest | gdacadmin@nc.gov | State Employee | ACTIVE | GDAC | Admin | |
| G Dactest | gdactest | gdacadmin@nc.gov | State Employee | ACTIVE | GDAC | Admin | |
| G Dactest10 | gdactest10 | gdacadmin@nc.gov | State Employee | ACTIVE | GDAC | Admin | |
| G Dactest11 | gdactest11 | gdacadmin@nc.gov | State Employee | ACTIVE | GDAC | Admin | |
| G Dactest12 | gdactest12 | gdacadmin@nc.gov | State Employee | ACTIVE | GDAC | Admin | |
| G Dactest | gdactest13 | gdacadmin@nc.gov | State Employee | ACTIVE | GDAC | Admin | |
| G A Dactest22 | gdactest22 | gdacadmin@nc.gov | State Employee | ACTIVE | GDAC | Admin | |
| G dactest | gdactest24 | gdacadmin@nc.gov | State Employee | ACTIVE | GDAC | Admin | |
| G Dactest3 | gdactest3 | gdacadmin@nc.gov | State Employee | ACTIVE | GDAC | Admin | |
| G dactest4 | gdactest4 | gdacadmin@nc.gov | State Employee | ACTIVE | GDAC | Admin | |
| G Dactest5 | gdactest5 | gdacadmin@nc.gov | State Employee | ACTIVE | GDAC | Admin | |
| G Dactest6 | gdactest6 | gdacadmin@nc.gov | State Employee | ACTIVE | GDAC | Admin | |
| G Dactest7 | gdactest7 | gdacadmin@nc.gov | State Employee | ACTIVE | GDAC | Admin | |
| G Dactest8 | gdactest8 | gdacadmin@nc.gov | State Employee | ACTIVE | GDAC | Admin | |
| G Dactest9 | gdactest9 | gdacadmin@nc.gov | State Employee | ACTIVE | GDAC | Admin | |

## Granting Access to CJLEADS

### A.  Unclaimed NCID User Accounts

An unclaimed NCID user account is an account where an end user has never logged into NCID to set up  their security questions and create a permanent password.

An administrator will not be able to grant an end user CJLEADS access until the end user's NCID account  has been claimed.  All end users should claim/validate their **NCID accounts within 14 days of Account  Creation or the account will disappear.**

1. Once the search is performed, click on the appropriate user account. This will open the **User Detail** screen. **Single results will automatically open.**

2. Verify the information is correct for the selected user account.

.

3. If the NCID user account is not claimed/validated, the following screen will display. T h e Administrator should contact the user and request them to login into NCID before the 14-day grace period expires. If the user does not login prior to the 14 day expiration, the account will expire, and the User Administrator will have to recreate the user account in NCID.

**Information** ✕

The NCID Account for Gdac Test with NCID gdactest15 has not been claimed.

This account cannot be modified at this time.

Close

B. **Claimed NCID User Accounts**

Once the search is performed, click on the appropriate user account. This will open the **User Detail** screen.

User Details for G Dactest ✕

▼ NCID Information

| | | | |
|---|---|---|---|
| User ID (NCID): | gdactest | NCID User Type: | State Employee |
| Full Name: | G Dactest | Organization: | GDAC |
| E-Mail: | gdacadmin@nc.gov | Division: | Admin |
| Business Phone: | 919-754-6923 | Section: | |
| Address: | | NCID Account Locked: | No |
| City: | Raleigh | NCID Account Claimed: | Yes |
| State: | NC | CJLEADS Last Login: | |
| Zip: | 27609 | | |

▼ CJLEADS Administration

☐ Allow access to CJLEADS

| | | Sheriff's Office Use Only |
|---|---|---|
| CJLEADS Role: | Select an item ▼ | ☐ PPP Upload |
| County: | Select an item ▼ | ☐ PPP View |
| District: | Select an item ▼ | ☐ CHP Receive Alerts |
| Training Status: | Select an item ▼ | ☐ PPP Receive Alerts |

▶ DCIN Administration

Save   Close

## C. User Detail Screen

The User Detail Screen is now separated into three sections. The sections can be collapsed and expanded by using the arrows ▼ on the left side of section headers.

### 1. NCID Information

This section allows the User Admin to verify if the user account information is correct. Any information that is not correct, in this section, must be corrected in NCID, not the Admin Tool.
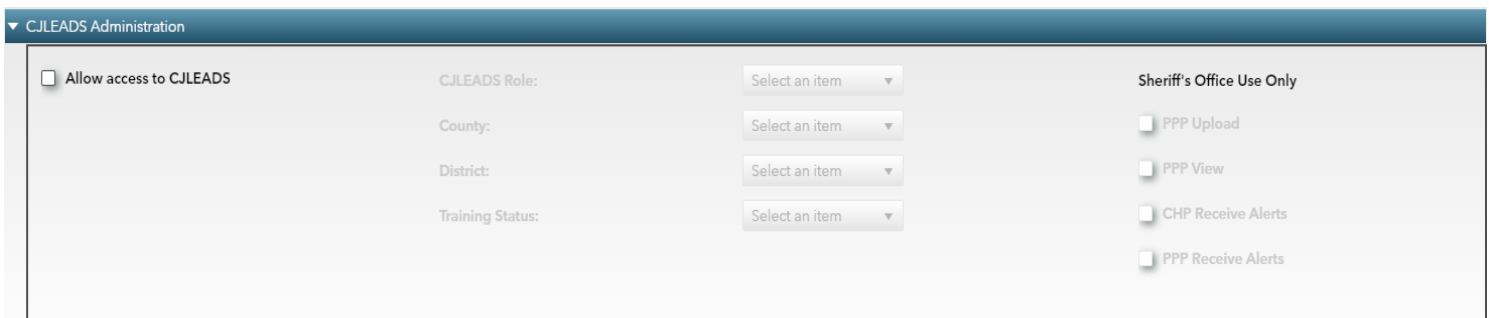
**NOTE:** The NCID "Account Locked" field pertains to any application associated with the user's NCID account. The CJLEADS "Last Login" field displays the date and time a user last logged into CJLEADS and the NCID "Account Claimed" field validates first time login to NCID, security questions setup and account reset with a permanent password. The NCID Account Locked and Claimed fields are not specific to CJLEADS.



### 2. CJLEADS Administration

This section allows the User Admin to grant or revoke CJLEADS access. After a user claims their NCID account, the User Admin must grant access to CJLEADS through the Admin tool.



**NOTE:** This section is broken down in to 3 parts that move from left to right.

**Allow access to CJLEADS –** Check this box to allow the user access to CJLEADS. Without this, the user cannot access CJLEADS. This action also triggers other processes, such as the sync process for the user to be able to set up the corresponding MFA account.

**CJLEADS Role –** Once the box is checked, the admin will choose the CJLEADS Role for this user from the dropdown list. Only the available roles assigned to that administrator will be visible.



**Complete list of available roles:**

- Magistrate
- Law Enforcement (Sworn in Officers)
- LEO Support Staff
- Juvenile Court Counselor
- Judge
- Clerk
- Prosecutor
- Corrections
- Corrections – Prison Intake
- Corrections – Probation
- DMV User

**NOTE:** Initially the **Training Status** is set to '**Pending/Hold**.' This setting restricts users to demonstration data only. Users will need to have the Training Status set to '**Complete**' in order to access the live CJLEADS application. However, agency administrators do not have the authority to make this change. This change will be made by a CJLEADS Trainer or Super Administrator when the user attends the appropriate training class.

**NOTE:** If an end user has attended the CJLEADS training class, but still has a "Pending/Hold" training status, contact CJLEADS Production Services **(919.754.6949)** with the end user's name and date of training. Once date of training is received and verified by CJLEADS staff, the training status will be changed to complete.

**Sheriff's Office Use Only** – Based on the CJLEADS role that was chosen, the Admin will have the option to assign Pistol Purchase Permit (PPP) options for the user. Only the Admins that work for County Sheriff Offices should be assigning these functionalities.



- **PPP Upload**: Allows the user to upload permit files, view the uploaded permit file log, and view related permit reports within the CJLEADS application.

- **PPP View:** Allows the user to view the uploaded permit file log and related reports. Uploading permits is not allowed with assignment.

- **CHP Receive Alerts:** Allows user to receive alerts for an offender that has been involved in a crime that is considered a disqualifying event; the offender's Concealed Handgun Permit (CHP) is flagged.

- **PPP Receive Alerts:** Allows user to receive alerts for an offender that has been involved in a crime that is considered a disqualifying event; the offender's Pistol Purchase Permit (PPP) is flagged.

- **CJLEADS Role**: Only Law Enforcement and LEO Support Staff roles assigned to Sheriff Offices are allowed PPP and CHP assignments.

- **County**: County is required when Law Enforcement and LEO Support Staff role is selected for PPP and CHP Assignments.

### 3. DCIN Administration



This section allows the CJLEADS Admin to grant DCI access through CJLEADS.

**NOTE:** This section is not available yet for Administrators.

DCI and CJLEADS are currently running a pilot program which allows a user to search both DCI and CJLEADS in one interface. Once the pilot is complete, LEO Support and Law Enforcement users who are DCI certified will be able to use this feature.

When this functionality is available detailed instructions will be sent out to all CJLEADS Admins.

## D. Removing CJLEADS Access

When an end user leaves an agency, no longer needs CJLEADS, or is no longer allowed CJLEADS access, the CJLEADS account must be revoked. Use the steps below to revoke the account.

1. Once the search is performed, click on the appropriate user account to open the User Detail screen.

2. On the User Detail screen, uncheck the "**Allow access to CJLEADS"** and a popup will open to ask, "Are you sure you want to revoke CJLEADS Access for (user)?".
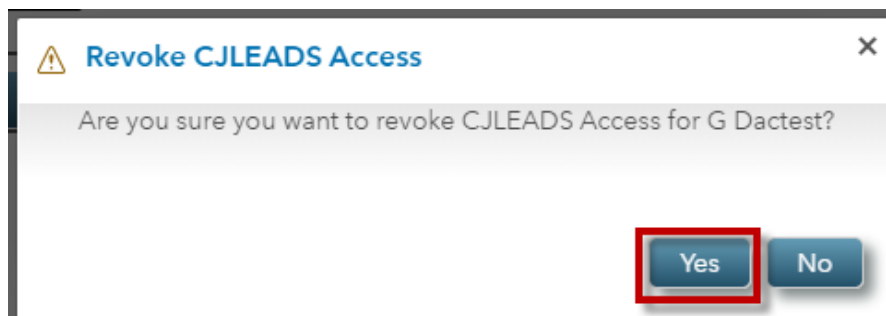
3. Click **Yes**. The user's role is automatically removed by this process.

4. Click **Save** to complete the access removal.

**NOTE:** If an end user is permanently leaving the agency, or no longer needs access to CJLEADS, the Admin must deactivate and archive the NCID Account. This will automatically delete the CJLEADS account
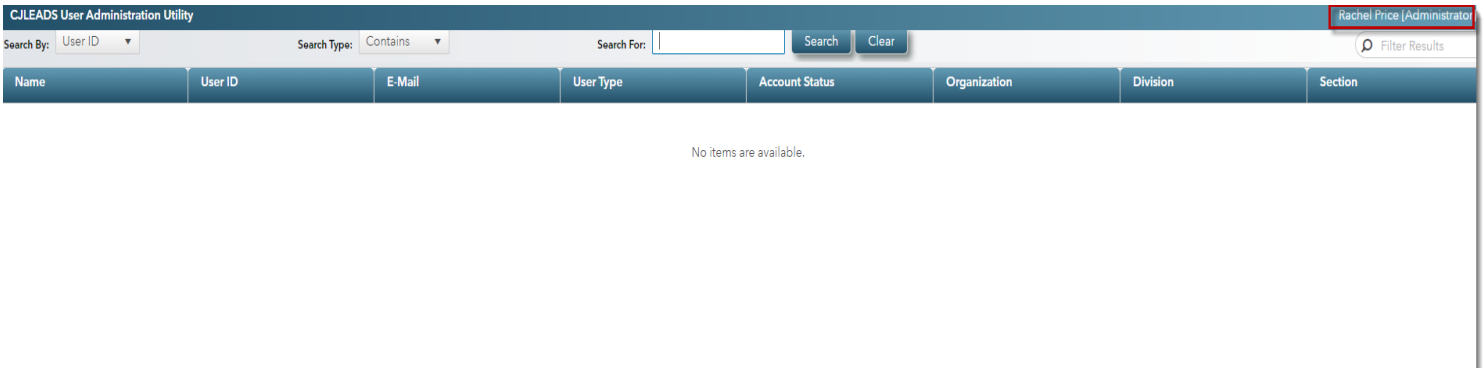
### E. Reports

The Administration Utility does have pre-defined reports available to download. Currently, there are two folders; General and Auditing. Report availability is based on the administrative role(s) assigned to your user account.

**NOTE:** Users should remember that printouts from the CJLEADS Administration Utility should be used for criminal justice purposes only.

#### 1. Access

To access the reports, first log into the CJLEADS User Admin Tool. Click on your name, located in the upper right-hand corner.

Choose "Reports" from the dropdown menu and the available reports screen will populate.

2.  **General Folder**

    **CJLEADS User List** – List of all the CJLEADS Users in your agency. This report should be run every 90 days to help audit your CJLEADS Users.

    **CJLEADS/DCIN Agency Users** – List of Agency Users who are linked to DCIN through CJLEADS. <mark>This is a future functionality.</mark>

    **CJLEADS/DCIN Agency Devices** – List of Agency Devices assigned by the SBI to be used for DCIN access through CJLEADS. <mark>This is a future functionality.</mark>
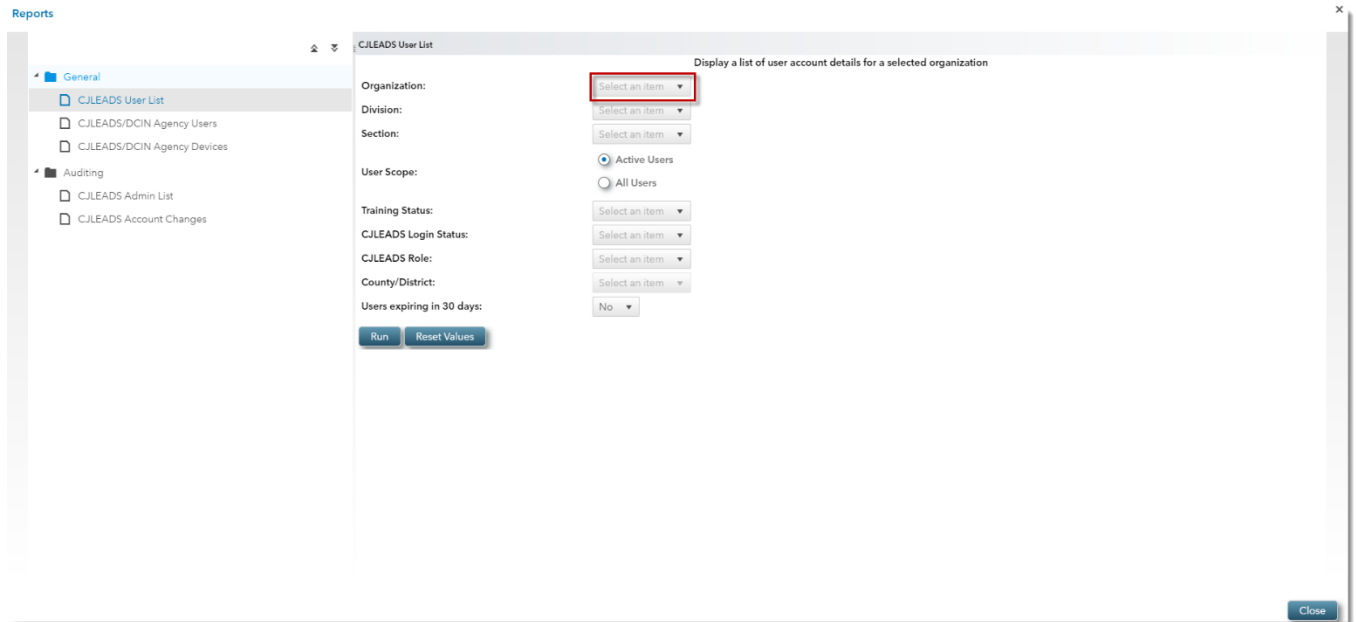
3.  **Auditing Folder**

    **CJLEADS Admin List** – Lists all the CJLEADS Admins associated with your agency. This report should be generated every 90 days to audit your CJLEADS Admins

    **CJLEADS Account Changes** – A brief overview of a user's access in CJLEADS. As an Admin, you can see the frequency of areas searched in CJLEADS.

    For a detailed audit report, a CJLEADS Administrator or Agency Head can request through CJLEADS staff.
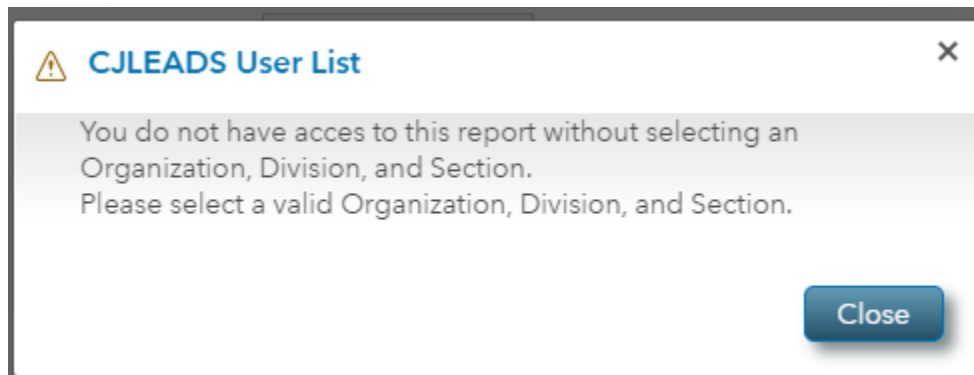
4. **Report Examples**

   **CJLEADS User List**



To run a CJLEADS User list report, choose an Organization. The only option listed is the organization the admin is assigned too. Failure to choose an organization will result in the following error:



After choosing an organization, the rest of the fields are optional. By choosing more options you can refine the report.

Once you have completed the search criteria, choose "Run" to complete the download of the report.

The report will download into an Excel spreadsheet.

**CJLEADS Account Changes**

The Account Changes report has many variables that can be used to search for a specific user. This report is best run when you know the User ID of the individual you are searching for.



Choose "Run" to generate the report. The report will generate in an Excel spreadsheet.

**GDAC Production Support**

**CJLEADS Support Services Contact Information:**

**Email: cjleadshelp@nc.gov; gdacadmin@nc.gov**

**Phone: (919) 754-6949**