



CJLEADS User Administration User's Guide

Introduction

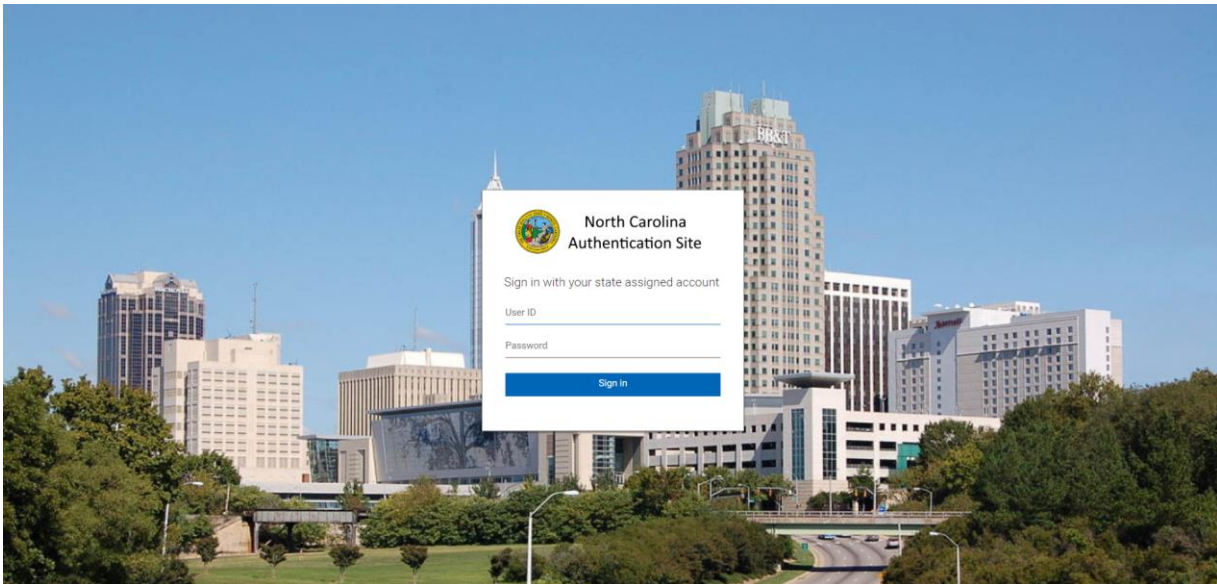
The CJLEADS User Administration Utility tool allows CJLEADS administrators to manage user accounts and manage user's access to the CJLEADS application. This tool allows administrators to search for end users, grant or revoke end user's access to CJLEADS, and add/modify roles for end users.

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.

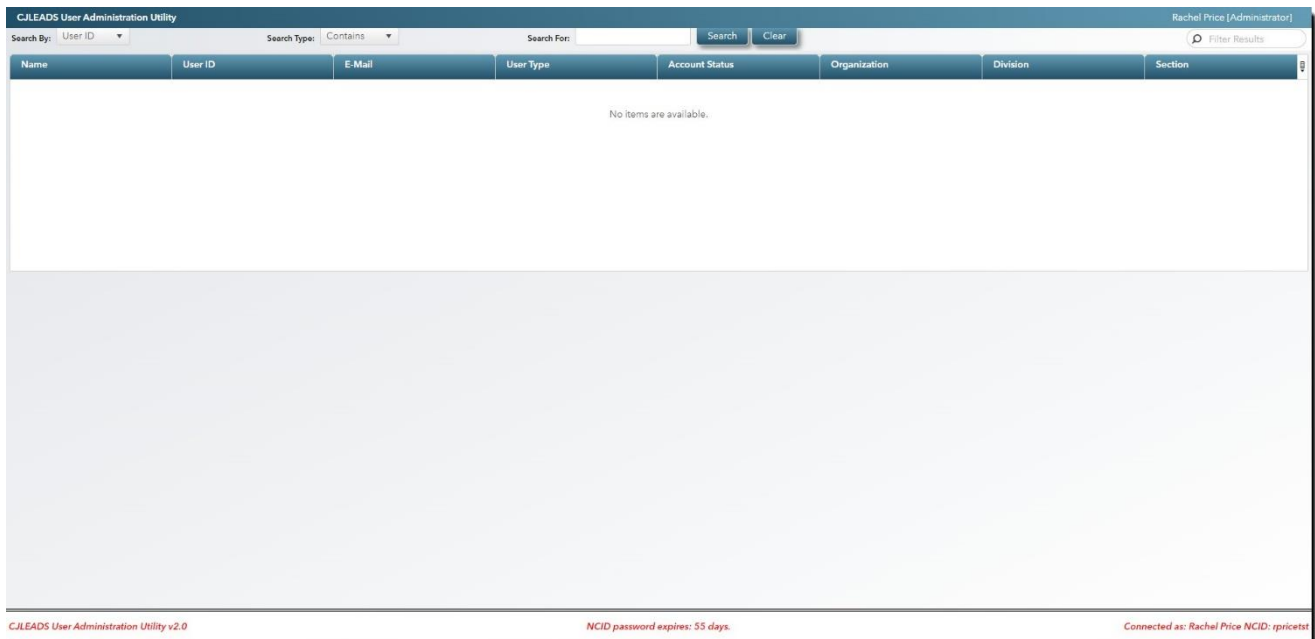
<https://cileads2.ondemand.sas.com/Admin2/>



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.



The screenshot shows the CJLEADS User Administration Utility search interface. At the top, there is a header with the title "CJLEADS User Administration Utility" and the user name "Rachel Price [Administrator]". Below the header, there is a search bar with the following fields: "Search By:" (set to "User ID"), "Search Type:" (set to "Contains"), and "Search For:" (empty). There are "Search" and "Clear" buttons. To the right of the search bar is a "Filter Results" button. Below the search bar is a table with the following columns: "Name", "User ID", "E-Mail", "User Type", "Account Status", "Organization", "Division", and "Section". The table is currently empty, displaying the message "No items are available." at the bottom center. At the bottom of the screen, there is a footer with the text "CJLEADS User Administration Utility v2.0", "NCID password expires: 55 days.", and "Connected as: Rachel Price NCID: rpricetst".

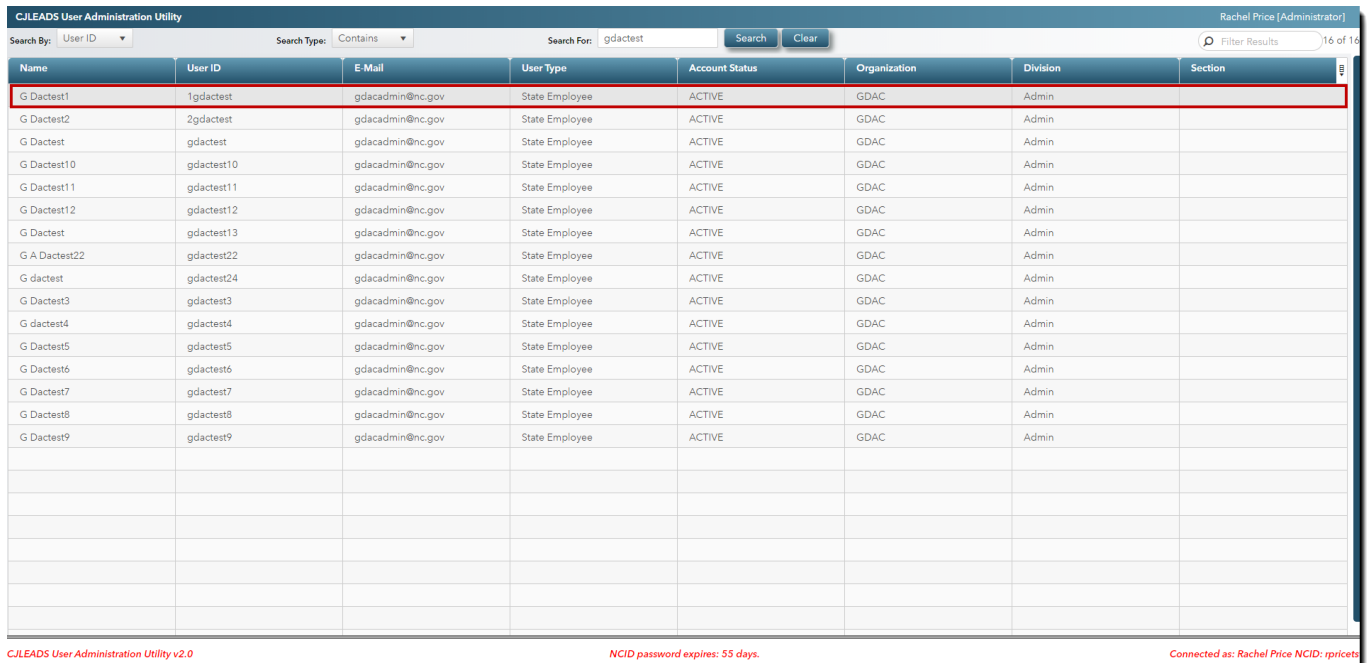
1. From the **Search By** dropdown, select User Id, E-mail, First Name, or Last Name.
2. In the **Search Type** dropdown, choose one of the following criteria:
 - Contains
 - Exact Match
 - Begins With
 - Ends With
3. Type the appropriate information in the **Search For** field.
4. Click **Search**.

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.



The screenshot displays the 'CJLEADS User Administration Utility' interface. At the top, there is a search bar with 'User ID' selected as the search type, 'Contains' as the search type, and 'gdactest' as the search term. The search results are displayed in a table with the following columns: Name, User ID, E-Mail, User Type, Account Status, Organization, Division, and Section. The table contains 14 rows of data, all of which are highlighted in red. The first row is 'G Dactest1' with User ID '1gdactest', E-Mail 'gdacadmin@nc.gov', User Type 'State Employee', Account Status 'ACTIVE', Organization 'GDAC', and Division 'Admin'. The status bar at the bottom indicates 'CJLEADS User Administration Utility v2.0', 'NCID password expires: 55 days', and 'Connected as: Rachel Price NCID: rpricats'.

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

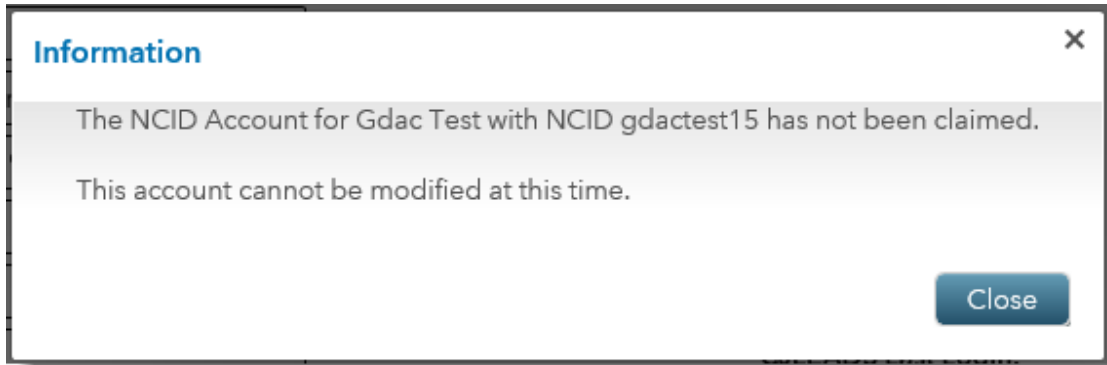
A. Unclaimed NCID User Accounts

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. The 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.



B. Claimed NCID User Accounts


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

The image displays the "User Details for G Dactest" form. It is divided into three main sections:

- NCID Information:** This section contains two columns of fields. The left column includes: User ID (NCID): gdactest; Full Name: G Dactest; E-Mail: gdacadmin@nc.gov; Business Phone: 919-754-6923; Address: (empty); City: Raleigh; State: NC; Zip: 27609. The right column includes: NCID User Type: State Employee; Organization: GDAC; Division: Admin; Section: (empty); NCID Account Locked: No; NCID Account Claimed: Yes; CJLEADS Last Login: (empty).
- CJLEADS Administration:** This section includes a checkbox for "Allow access to CJLEADS". To its right are four dropdown menus for "CJLEADS Role", "County", "District", and "Training Status", each with the text "Select an item". On the far right, under "Sheriff's Office Use Only", there are three checkboxes: "PPP Upload", "PPP View", and "PPP Receive Alerts", all of which are currently unchecked.
- DCIN Administration:** This section is currently collapsed and shows only a right-pointing arrow.

At the bottom right of the form, there are "Save" and "Close" buttons.

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.

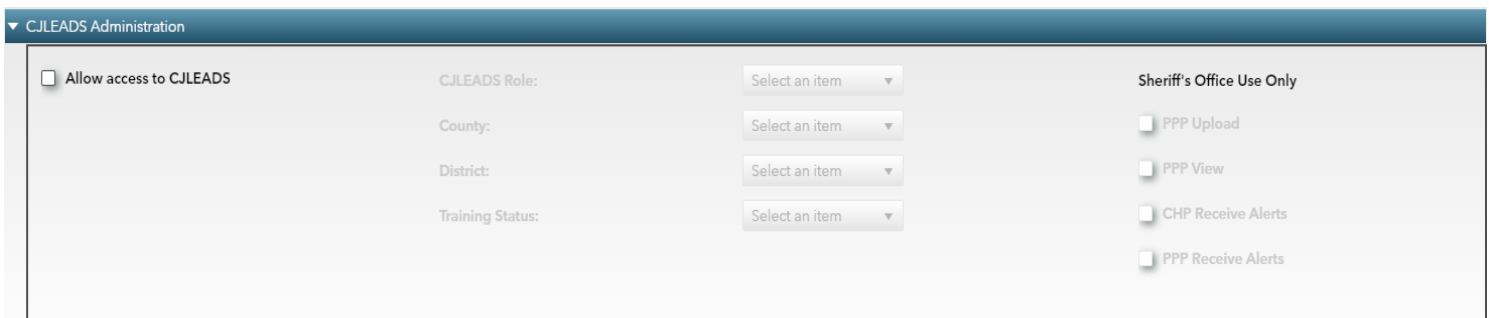
NOTE: The NCID “Account Locked” field pertains to any application associated with the user’s NCID account. The CJLEADS “Last Login” field displays the date and time a user last logged into CJLEADS and the NCID “Account Claimed” field validates first time login to NCID, security questions setup and account reset with a permanent password. The NCID Account Locked and Claimed fields are not specific to CJLEADS.



▼ NCID Information			
User ID (NCID):	<input type="text" value="gdactest"/>	NCID User Type:	<input type="text" value="State Employee"/>
Full Name:	<input type="text" value="G Dactest"/>	Organization:	<input type="text" value="GDAC"/>
E-Mail:	<input type="text" value="gdacadmin@nc.gov"/>	Division:	<input type="text" value="Admin"/>
Business Phone:	<input type="text" value="919-754-6923"/>	Section:	<input type="text"/>
Address:	<input type="text"/>	NCID Account Locked:	<input type="text" value="No"/>
City:	<input type="text" value="Raleigh"/>	NCID Account Claimed:	<input type="text" value="Yes"/>
State:	<input type="text" value="NC"/>	CJLEADS Last Login:	<input type="text"/>
Zip:	<input type="text" value="27609"/>		

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.



▼ CJLEADS Administration			
<input type="checkbox"/> Allow access to CJLEADS	CJLEADS Role:	<input type="text" value="Select an item"/>	Sheriff's Office Use Only
	County:	<input type="text" value="Select an item"/>	<input type="checkbox"/> PPP Upload
	District:	<input type="text" value="Select an item"/>	<input type="checkbox"/> PPP View
	Training Status:	<input type="text" value="Select an item"/>	<input type="checkbox"/> CHP Receive Alerts
			<input type="checkbox"/> PPP Receive Alerts

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.**

The screenshot displays the 'CJLEADS Administration' interface. On the left, there is a checkbox labeled 'Allow access to CJLEADS' which is checked. To the right of this checkbox are several fields: 'CJLEADS Role:' with a dropdown menu showing 'LEO Support Staff', 'County:' with a 'Select an item' dropdown, 'District:' with a 'Select an item' dropdown, and 'Training Status:' with a 'Pending / Hold' dropdown. On the far right, under the heading 'Sheriff's Office Use Only', there are four unchecked checkboxes: 'PPP Upload', 'PPP View', 'CHP Receive Alerts', and 'PPP Receive Alerts'.

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.

Form fields and options:

- Allow access to CJLEADS
- CJLEADS Role: LEO Support Staff
- County: Select an item
- District: Select an item
- Training Status: Pending / Hold
- Sheriff's Office Use Only**
 - PPP Upload
 - PPP View
 - CHP Receive Alerts
 - PPP Receive Alerts

- **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



DCIN Administration

Allow DCIN access

Clear DCIN Values

Assign DCIN Values

User ID (DCIN):

DORI:

TID:

Line No:

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

NOTE: This section is not available yet for Administrators.

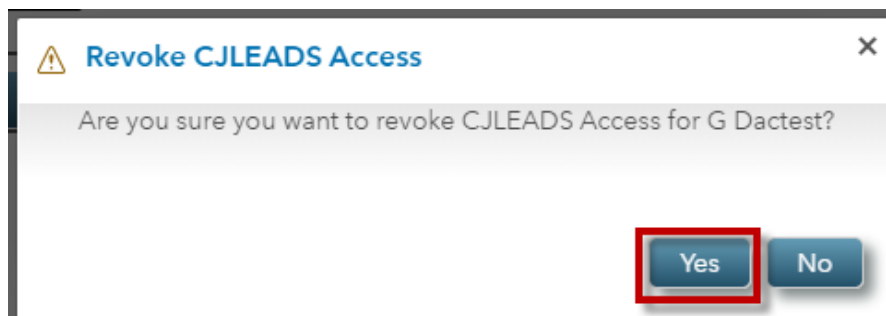
DCI and CJLEADS are currently running a pilot program which allows a user to search both DCI and CJLEADS in one interface. Once the pilot is complete, LEO Support and Law Enforcement users who are DCI certified will be able to use this feature.

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

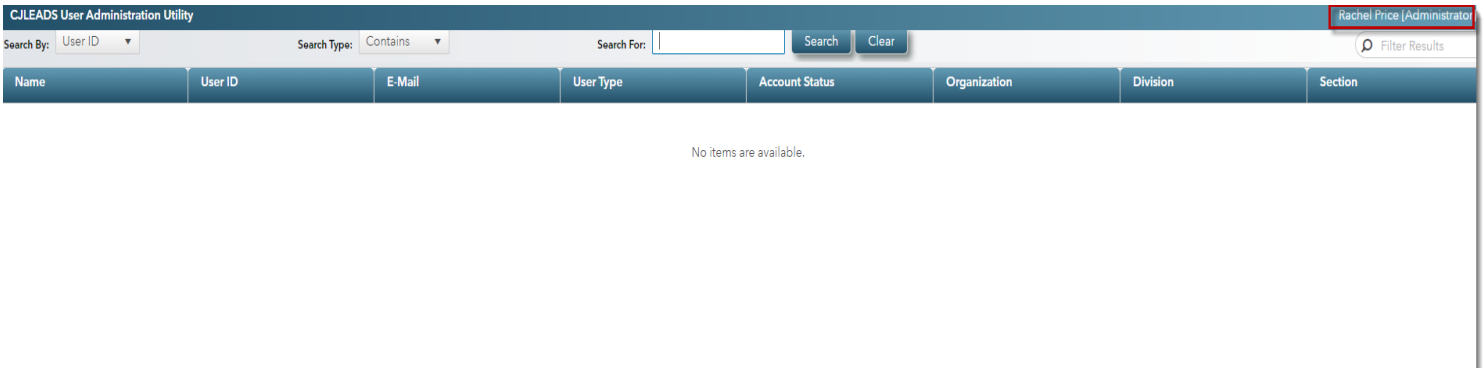
The Administration Utility does have pre-defined reports available to download. Currently, there are two folders; General and Auditing. Report availability is based on the administrative role(s) assigned to your user account.

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

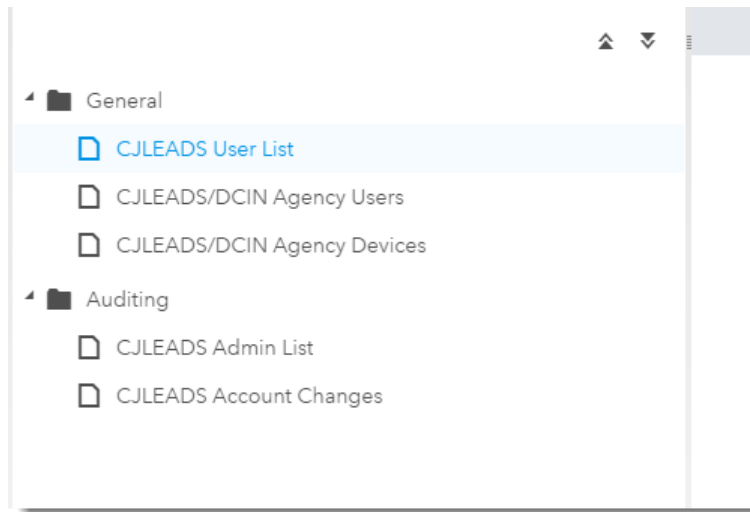
1. Access

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.



The screenshot shows the CJLEADS User Administration Utility interface. At the top, there is a search bar with the following elements: "Search By:" with a dropdown menu set to "User ID", "Search Type:" with a dropdown menu set to "Contains", a "Search For:" input field, and "Search" and "Clear" buttons. In the top right corner, the user's name "Rachel Price [Administrator]" is displayed. Below the search bar is a table with the following columns: Name, User ID, E-Mail, User Type, Account Status, Organization, Division, and Section. The table is currently empty, and the text "No items are available." is displayed in the center of the table area.



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. **This is a future functionality.**

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

3. Auditing Folder

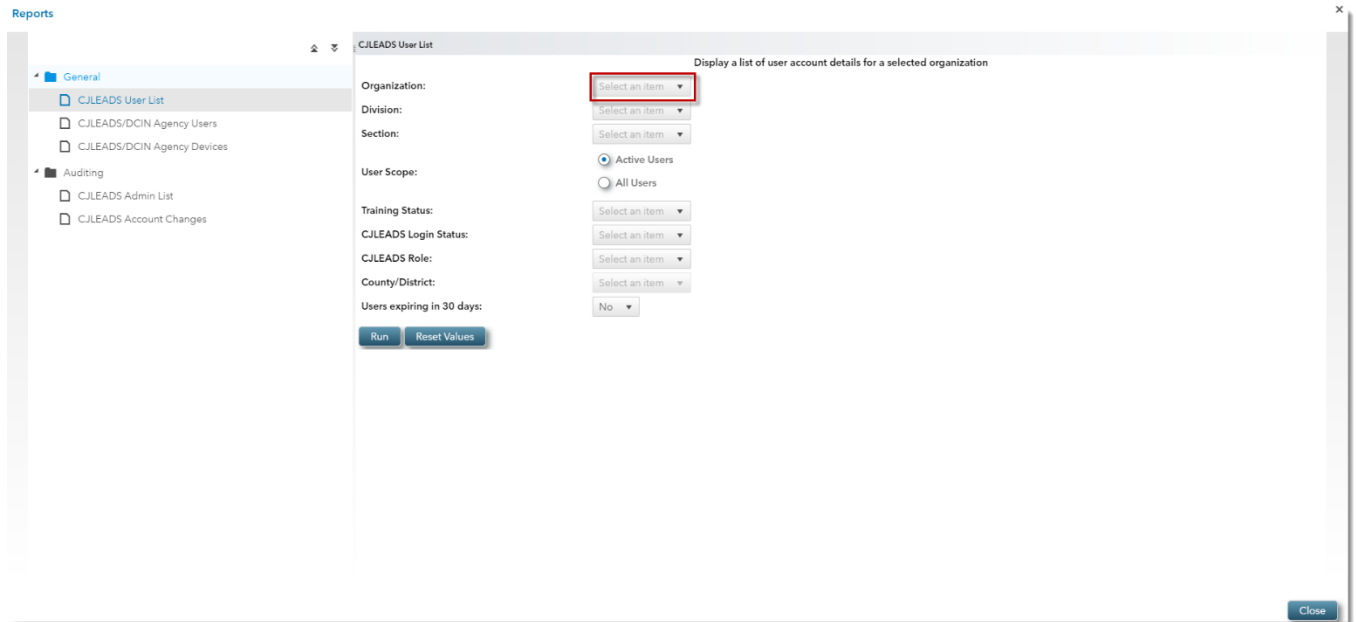
CJLEADS Admin List – Lists all the CJLEADS Admins associated with your agency. This report should be generated every 90 days to audit your CJLEADS Admins

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.

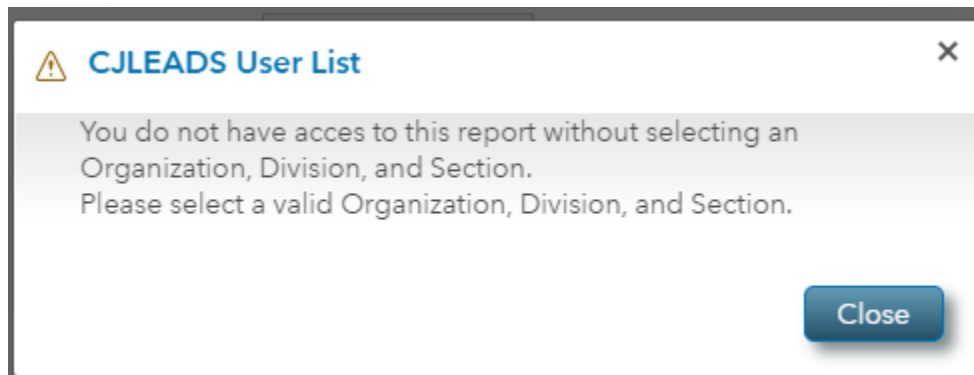
4. Report Examples

CJLEADS User List



The screenshot shows the 'CJLEADS User List' report configuration window. The window title is 'CJLEADS User List' and the subtitle is 'Display a list of user account details for a selected organization'. The left sidebar shows a navigation menu with 'General' and 'Auditing' categories. Under 'General', 'CJLEADS User List' is selected. The main area contains several dropdown menus and radio buttons for configuration: 'Organization' (highlighted with a red box), 'Division', 'Section', 'User Scope' (with 'Active Users' selected), 'Training Status', 'CJLEADS Login Status', 'CJLEADS Role', 'County/District', and 'Users expiring in 30 days' (set to 'No'). There are 'Run' and 'Reset Values' buttons at the bottom left, and a 'Close' button at the bottom right.

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.

CJLEADS User List Display a list of user account details for a selected organization

Organization:

Division:

Section:

User Scope: Active Users All Users

Training Status:

CJLEADS Login Status:

CJLEADS Role:

County/District:

Users expiring in 30 days:

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.

Reports

- General
 - CJLEADS User List
 - CJLEADS/DCIN Agency Users
 - CJLEADS/DCIN Agency Devices
- Auditing
 - CJLEADS Admin List
 - CJLEADS Account Changes

CJLEADS Account Changes Display user account changes

Report Format: Administrator User

Activity Date Range: From: To:

Select NCID or Org/Div/Section based report

NCID Account Org./Div./Sec.

Sort By: Date NCID

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