

CJLEADS User Administration Q&A Meeting Minutes

April 2021

Below are the questions and concerns that came up in are previous CJLEADS Admin Q&A Session. As stated before, these sessions are not mandatory and will be held monthly or bimonthly. We will continue to make a meeting minutes page from the previous session to help admins who were unable to attend. Thank you.

1. E-Citation is experiencing an upgrade. It was asked if this upgrade was going to effect CJLEADS and the data found in CJLEADS.

The answer is no. CJLEADS does not receive any data from e-citation and is not linked in any way. CJLEADS only receives data from directly from data sources and not other law enforcement applications.

2. OATH tokens: Agencies that use OATH tokens asked if the tokens could be used again and how to do that.

The assigned token can be used again once the original assigned user is no longer using the token. A Token consist of a Serial number and a Seed number. The Serial number is link to a user in the MFA portal. The assigned Serial number must be deleted by the MFA admin in the MFA portal and once deleted from the user, the Token can be used from another agency user.

3. What is CJLEADS and do I need it?

Sometimes other individuals in a department hear about CJLEADS and question if they also need to be a user in the system. As an admin, you have the capability to assign CJLEADS access to anyone within your agency. You must ask yourself if what they need to do in CJLEADS is for criminal justice purposes and if their role is aligns with CJLEADS policies. The CJLEADS policy can be found at <http://it.nc.gov/cjleads>.

4. Agency contact update forms: Where can they be found?

Agency contact update forms can be found on our website <http://it.nc.gov/cjleads>. These are now located under the User Administration card under documentation/forms section. If you need to know who currently is listed as a contact, you can email gdacadmin@nc.gov and we can provide that list for you.

5. There were questions about audit changes and understanding audit roles.

As an admin, you can request ad hoc audits on behalf of your agency. Under the Audit section on the main webpage, you can now read about all the different audit requests and how to submit them. Any direct audit questions can be emailed to cjleadsaudit@nc.gov.

6. We discussed how CJLEADS interacts with NCID.

A lot of confusion happens with NCID and CJLEADS. They are in fact 2 different systems that interact with each other. NCID is for account management. NCID is the application where passwords must be reset or created, accounts are made, and any accounts that need to be updated or maintained in anyway. The information (email, name, etc) that is listed on an account in NCID is sent to CJLEADS and will be what is displayed for the user.

If users are not receiving email alerts from watch lists than you must update this information in NCID.

7. User name change in NCID

Just like discussed above, NCID is where account updates are handled. One of the most common account updates is a name change. If you change a name to include the NCID of the user, you must also log into the admin tool to change the name there. Users will not be able to use CJLEADS unless name change are accepted in the CJLEADS admin tool. To complete this, just search by the new ID and accept the name change once the pop up appears on the screen.