

CJLEADS User Administration Q&A Meeting Minutes

August 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. Discussed issues related to registering students in LMS:

A) What if I mess up registration information while creating an account in LMS?

If something was entered wrong and realized after the account was created, it is recommended that you DO NOT create a second account. Please email cjleadstraining@nc.gov and the CJLEADS training group can fix the existing account with the correct information.

B) What if I forgot my password and the system is not emailing me?

If you have tried to recover your password and have not received an email with the recovery link, please send an email to cjleadstraining@nc.gov. The training section will be able to get this reset for you.

2. A question came up about the CJLEADS/DCI migration and the current Pilot Program that is being offered.

Currently we have 100 users across the state that use a new program which allows the user to view Module 1 DCI results within CJLEADS. Please understand that this is a hard question to answer as it is out of my hands. Currently we are waiting on legislation to determine if this moves forward.

DCI will still have to be paid for by the agency to use this functionality, but we are hopeful that decisions will be made on whether this program moves forward, and we can onboard more agencies.

If your agency is in the Pilot program, please submit any feedback that you can to cjleadshelp@nc.gov. This allows us to track success stories, as well as work on any issues while it is still just a small group of users.

Every year each agency is audited on their CJLEADS use. A usage report is sent to the agency head and an admin contact. The audit reports can now be sent digitally if an agency prefers that. Once an agency receives their annual audit, they must review the information and respond back to the audit team. Instructions are sent with the audits on what they are looking for with the responses.

3. Training Coordinator Course being developed

The training team announced that they are working on a self-paced course for training coordinators, to assist them with registering users for training and keeping up with training coordinator responsibilities.

4. Training team went over the Training Registration Card and the Surveys and Training Card

If you have not done so already, please familiarize yourself with the new CJLEADS website. <https://it.nc.gov/cjleads>. The training team has developed two cards that go over all the functions of a training coordinator. They also have a section of videos which allows coordinators and end-users to learn about specific areas of CJLEADS.

One important page was the Training Coordinator Resource page. This has the training calendar and other important resources for training coordinators. They recently removed access restrictions, so all coordinators are able to view this site.

5. It was asked if a CJLEADS admin resource video could be developed for existing admins

Under the User Administration card on the new website, we have added many resources for CJLEADS admins. Most are PDF, but I am working on a presentation that will allow you to choose different functions of being an admin and be able to watch a video on how to complete that function. Example would be when a new employee started with the agency. It is a working progress and we hope to have this available by the end of the summer.

6. System issues

We discussed recent system issues that some users experienced with in the past month. Some of the issues had to do with MFA and some had to do with CJLEADS access being removed in the Admin tool. Please understand that we do make enhancements to processes and sometimes hiccups occur. We ask that you call us with any issue you may be experiencing so that we can remedy the issue for your self or for the user.

One enhancement that has been made is what we refer to as the 180 rule. If a user does not log into CJLEADS in 180 days (6 months), the system will automatically remove the users access to CJLEADS. The user will have to contact the agency admin to have that access reinstated. This enhancement was added so that we could stay compliant with CJIS standards and be able to still provide FBI numbers in CJLEADS.

7. Thoroughly went over the new CJLEADS website and where everything can be found.

If you have not done so already, please familiarize yourself with the new CJLEADS website. It can be found at <http://it.nc.gov/cjleads>. User admins, Training, and Audit are now listed in separate sections so the user can find what they need more quickly. We also have an account management section where end users can find links to NCID and the MFA portal to update any of their account information through self service portals.