CJLEADS User Administration Q&A Meeting Minutes
January 29, 2021

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

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1. **The question came up on where to locate the paperwork to update agency contacts.**

   This paperwork can be located on the CJLEADS main informational webpage, cjleads.nc.gov. There is a block that is labeled "Forms and Documentation". It is there you will find the CJLEADS contact update form and audit forms if you need those.

2. **It was suggested that the CJLEADS Admin Highlights paperwork be updated.**

   This is older paperwork that is not given out anymore. It was initially replaced with the brochures that are now given out after trainings. However, Angela and I are updating and creating a new highlights sheets for all admins. These are not available yet but will be soon. Once created and approved by our director all the new user reference sheets will be sent via email and will be available on our website.

3. **An admin had a question about archiving an ID. When they attempted to archive a retired employee ID, the ID was not searchable in the archive section of NCID.**

   To archive a NCID, the account must first be deactivated. First choose deactivate employee account in NCID to deactivate the account. Then choose archive employee account to archive the ID.

4. **There were concerns about the CJLEADS Training site for training coordinators.**

   This site can be accessed by requesting access from the CJLEADS training group. If you are also the training coordinator and would like access to this page, contact Matt and Lois at cjleadstraining@nc.gov.

5. **Some agencies having issues with accessing webex, NCID, or CJLEADS main webpage.**

   It was reported that some agencies, specifically some federal agencies, are having issues with NCID, webex, and the CJLEADS webpage giving them errors when they try to visit them. This is a firewall issue with the agency. The agency that is having issues, must contact their local IT to assist them with allowing the applications through the firewall.

   If after access has been granted and the user still cannot access the sites, please submit a ticket to cjleadshelp@nc.gov.

6. **Some admins reported, either with their account or with a user account log, in issues have been occurring. These issues ranged from being logged out within seconds of logging in to having weird colors schemes on the screen.**

> No matter what the error, please do not hesitate to report this to CJLEADS staff. You can send an email to CJLEADSHelp@nc.gov and we will begin to look at fixing the error for the user.

> All we ask that before the request be sent to CJLEADS, please verify that the user can log into NCID and has CJLEADS access granted in the Admin Utility tool. Once those are verified and an issue still exists, please send the issue to us so we can work on a remedy.

7. **We discussed system enhancements for admins. This was geared toward enhancements with the admin tool and auditing rights.**

> Currently as admins, you can request a user audit for your agency. The CJLEADS audit team has the audit request forms located in the "Forms and Documentation" section of our website.

> It was asked that can an admin run an audit on their agency staff without involving CJLEADS admin team. At this point the answer is no. This feature would be an enhancement to the system. If you have any enhancements that you would like to be considered, please send an email to cjleadshelp@nc.gov and label it CJLEADS Feedback.

> All feedback is reviewed by the Director of CJLEADS. If he agrees with the business need, he will submit this to our analyst team to begin adding the feature to the system. CJLEADS is updated approximately 4 times a year with different enhancements. My motto is always, you never know until you ask.