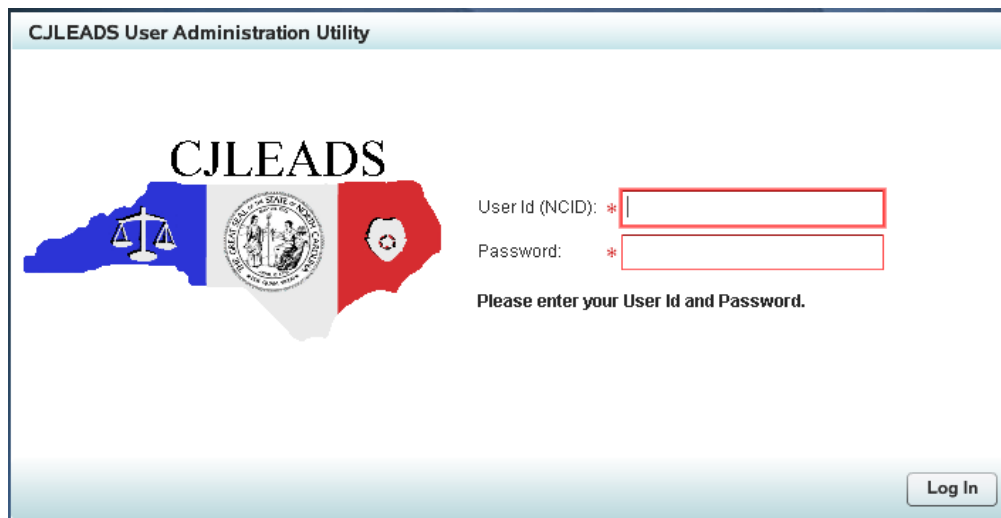# User's Guide

Table of Contents

Introduction

The CJLEADS User Administration Utility tool allows CJLEADS administrators to manage user accounts and manage user's access to the CJLEADS application. CJLEADS is leveraging NCID's authentication capabilities to ensure that the CJLEADS application is secure. The NCID username and password will be used to access the CJLEADS User Administration Utility tool. 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.

Logging In

1. To log onto the CJLEADS Administration Utility, click on the following link:
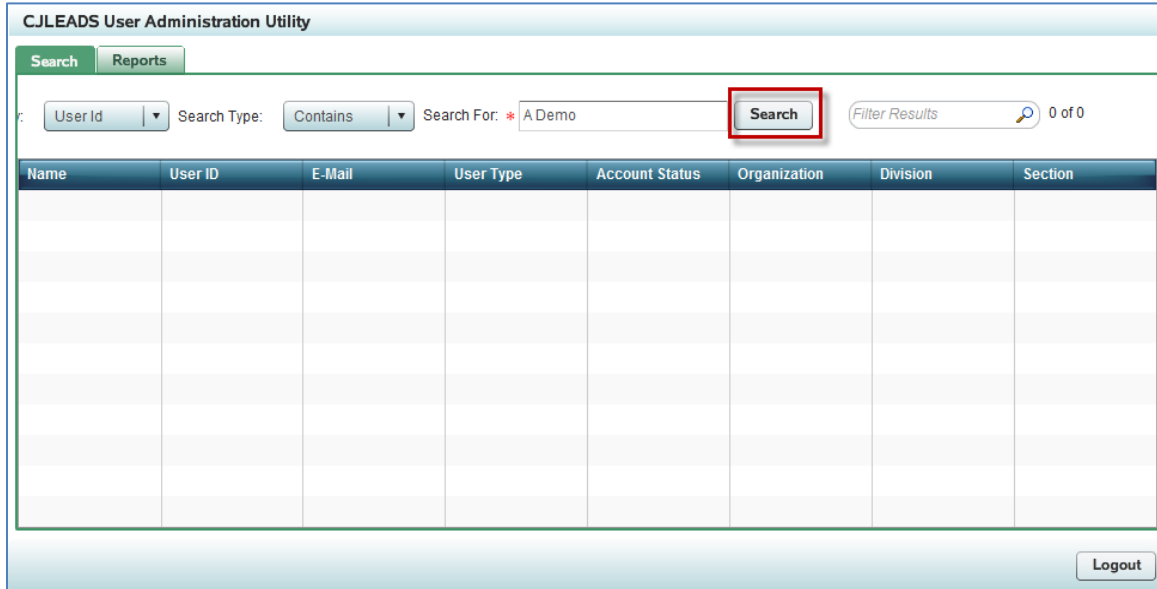
https://cjleads.ondemand.sas.com/Admin

2. Type the NCID username in the **User ID (NCID)** field. Note that the red asterisk indicates that this is a required field.

3. Type the NCID password in the **Password** field. Note that the red asterisk indicates that this is a required field.

4. Click **Log In**.
   The *User Search* screen opens.

Searching for Users

The first screen that will appear for administrators 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 should double click the user's line of information, and this will allow administrators to drill down to user details and execute the necessary actions.

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. In the example above, 'a demo' is part of the username.

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.

Granting Access to CJLEADS

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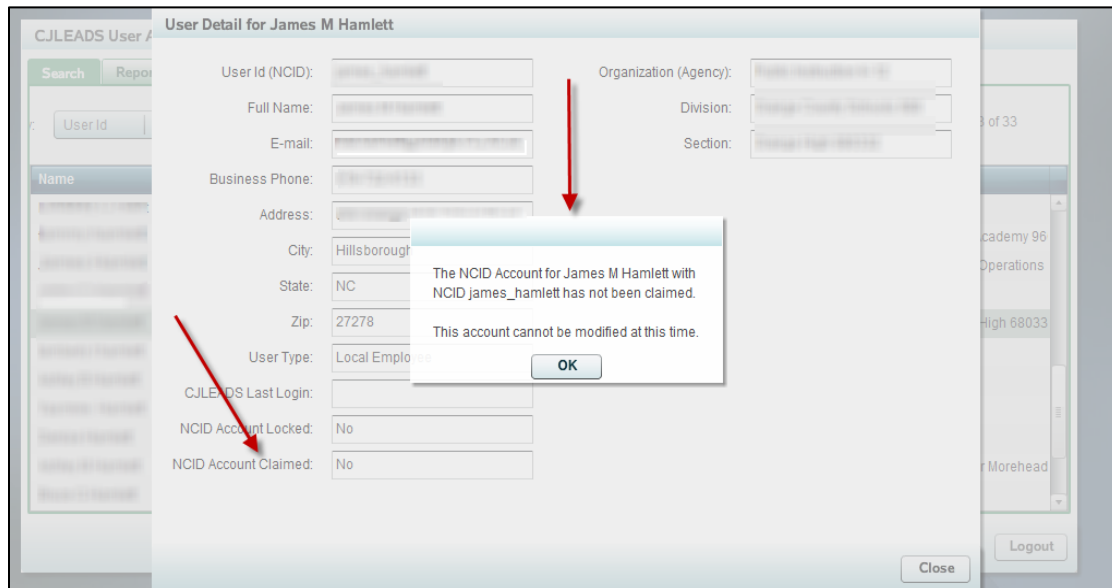
An administrator will not be able to grant an end user CJLEADS access until the end user's NCID account has been claimed. All end users should claim/validate their **NCID accounts within 14 days of Account Creation.**

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

2. Verify the information is correct for the selected user account.
   Three fields have been added to assist user administrators with troubleshooting. Use **CJLEADS Last Login**, **NCID Account Locked** and **NCID Account Claimed** fields to aid in resolving issues with accounts.

   NOTE: The NCID Account Locked field pertains to any application associated with the users NCID account that can cause them to lock their 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.

3. If the NCID user account is not claimed/validated, the following screen will display. Administrator should contact the user and request to login into NCID prior to the 14 day grace period expires. If the

user does not login prior to the 14 days expiration, the account will expire and the user administrator will have to recreate the user account in NCID.

Claimed NCID User Accounts

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

2. Verify the information is correct for the selected user account.
   Three fields have been added to assist user administrators with troubleshooting. Use **CJLEADS Last Login**, **NCID Account Locked** and **NCID Account Claimed** fields to aid in resolving issues with accounts.

   NOTE: The NCID Account Locked field pertains to any application associated with the users NCID account that can cause them to lock their 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.

3. Check the **Allow access to CJLEADS** checkbox to allow the user to log into CJLEADS.
   The **CJLEADS Role** dropdown is activated.

4. Choose one of the following roles from the **CJLEADS Role** dropdown:
   - Magistrate
   - Law Enforcement (Sworn in Officers)
   - LEO Support Staff
   - Juvenile Court Counselor
   - Judge
   - Clerk
   - Prosecutor
   - Corrections

- Corrections – Prison Intake
- Corrections – Probation
- DMV User

NOTE: Not all agency administrators will be able to select from the list above. The list will be restricted based on agency needs.

5. Click **Save**.

6. Click **Ok** to close the *Saving Information* box.

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 **(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.

NOTE: PPP upload and PPP view options only applies to agency administrators for Sheriff offices only.

Granting Access to Pistol Purchase Permits

The CJLEADS Admin utility includes two new user rights for those who participate in the pistol purchase permit upload process. PPP Upload/View assignments provide the proper rights for PPP participants to perform their roles in CJLEADS. *Please note: these assignments can only be made to Law Enforcement and LEO Support Staff roles.*
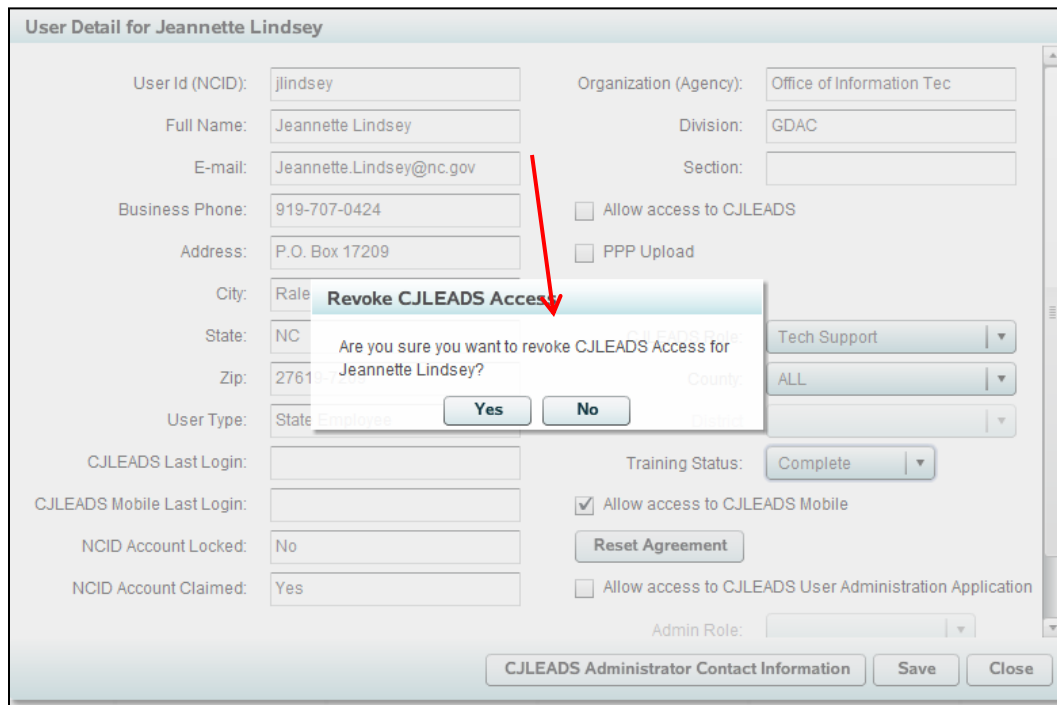
- **PPP Upload**: check this to give the user rights to upload permit files, view the uploaded permit file log, and view related permit reports within the CJLEADS application.
- **PPP View:** check this to limit user to viewing the uploaded permit file log and related reports. Uploading permits is not allowed with assignment.
- **CJLEADS Role**: Only Law Enforcement and LEO Support Staff roles allow PPP assignments
- **County**: County assignment is required when Law Enforcement and LEO Support Staff role is selected

Removing Access to CJLEADS

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

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

2. On the *User Detail* screen, uncheck the **Allow access to CJLEADS** checkbox.
   The '*Revoke CJLEADS Access'* box opens.

3. Click **Yes**.
The user's roles are automatically removed by this process.

4. Click **Ok** to close the *Saving Information* box.

NOTE: If an end user is permanently leaving your agency, deactivating and archiving their NCID account will automatically delete their CJLEADS account.

Granting CJLEADS Mobile Access

A mobile version of CJLEADS has been developed to allow access through mobile devices such as smart phones and tablets. Much like the desktop version of the application, users can access offender information, DMV, SOR, Wildlife and CHP data along with both offender and DMV images. A user's current NCID user ID and password will be used to access the mobile site and upon initial login users will be prompted to read and accept the terms and conditions of use of the mobile version.

Authorized users can access the mobile site by simply going to **cjleads.nc.gov/mobile** from your mobile device. Flash Player is not required to access this web page.

NOTE: Access to CJLEADS mobile is automatically granted when the **"Allow Access"** box is checked to grant a user access to CJLEADS.

Removing CJLEADS Mobile Access

Access to CJLEADS mobile is not automatically revoked when revoking access to CJLEADS. An Administrator must uncheck the **"Allow Access to CJLEADS Mobile"** checkbox to individually revoke a user's access.

NOTE: If an end user is permanently leaving your agency, deactivating and archiving their NCID account will automatically delete their CJLEADS account.

Reports

The Administration Utility does have pre-defined reports available to download. Currently, there are two folders and two different reports accessible. The General folder displays the CJLEADS User List report and the Auditing folder displays the CJLEADS Admin List and Account Changes reports. Report availability is based on the administrative role(s) assigned to your user account. Users should remember that printouts from the CJLEADS Administration Utility should be used for criminal justice purposes only.

To access CJLEADS User Administration reports,

1. Click on the "Reports" tab. The Reports screen displays with a list of folders.

2. Click on the gray arrow next to the **General** or **Auditing** Folder, whichever is applicable.

CJLEADS User List Report
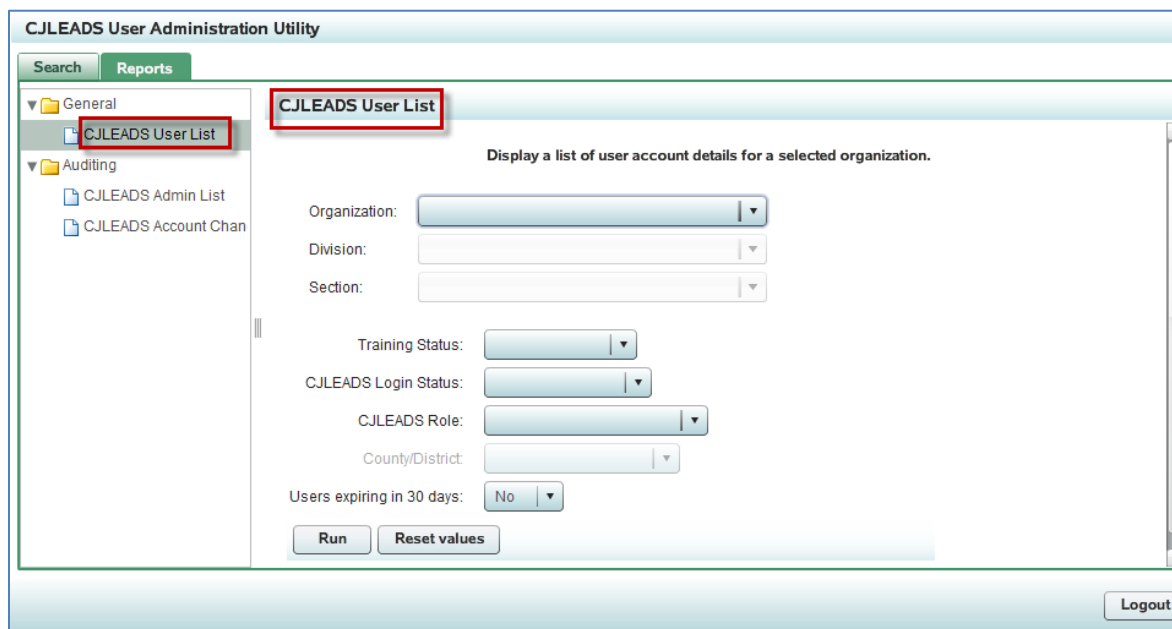
This report is located in the **General** folder and displays a summary of any user's account activity in CJLEADS.

To display the report parameter fields,

1. Click on the gray arrow next to the **General** folder

2. Select the CJLEADS User List report
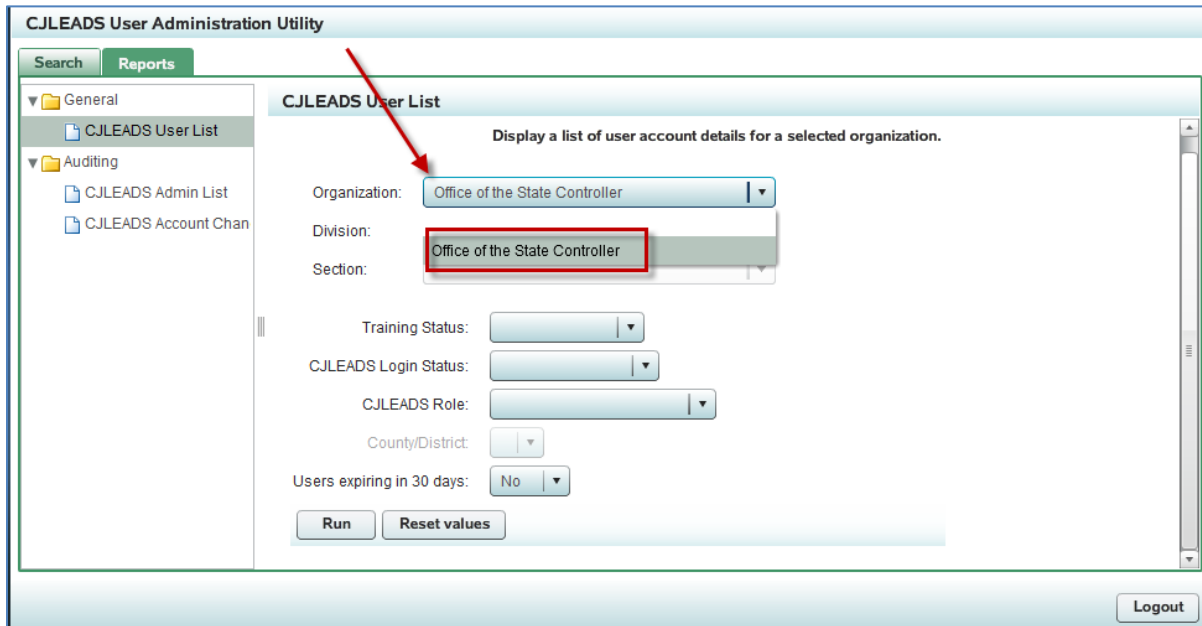
Click on the Organization dropdown. The organization dropdown automatically defaults to the name of your organization.

3. Select organization name. The Division dropdown is highlighted.

4. Select Division from the drop down box:

NOTE: If you have more than one division, select whichever one is applicable to view user list. To view list of all Divisions users, select Organization dropdown only.
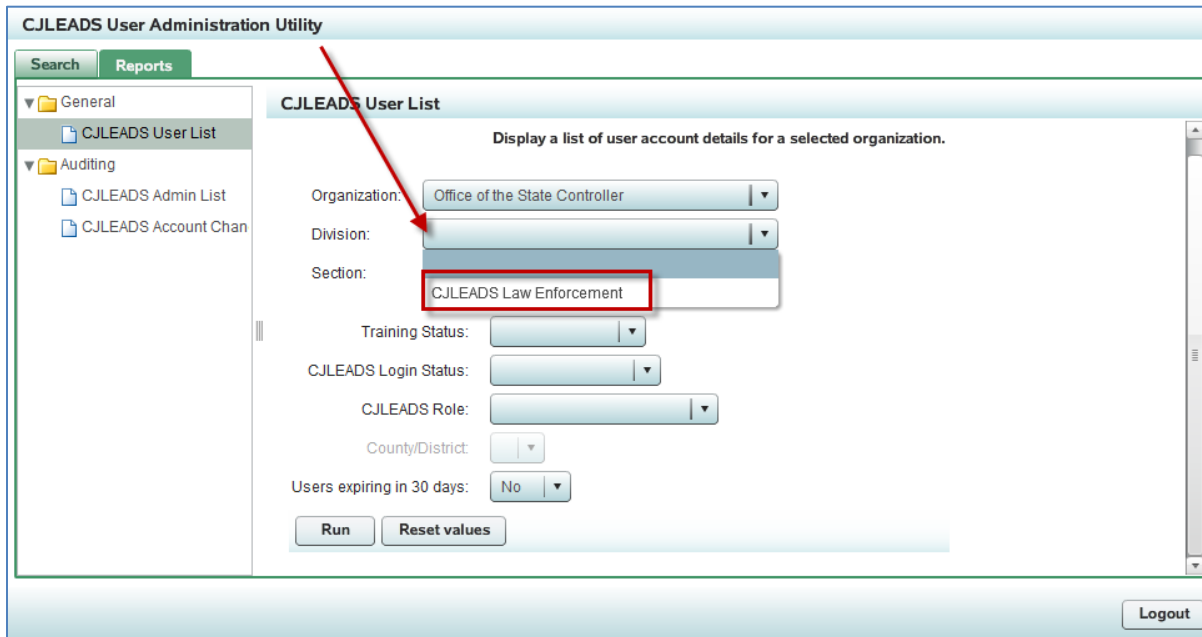
6. Select Section you would like to view. (If applicable)

7. Select Training status you would like to view.

8. Select the CJLEADS Login Status.

9. Select the CJLEADS role:

10. Select whether or not you want to show users that expire in 30 days:

11. Click "Run"

NOTE If a pop up blocker populates at the top of your screen, select "Always allow pop ups from this site".
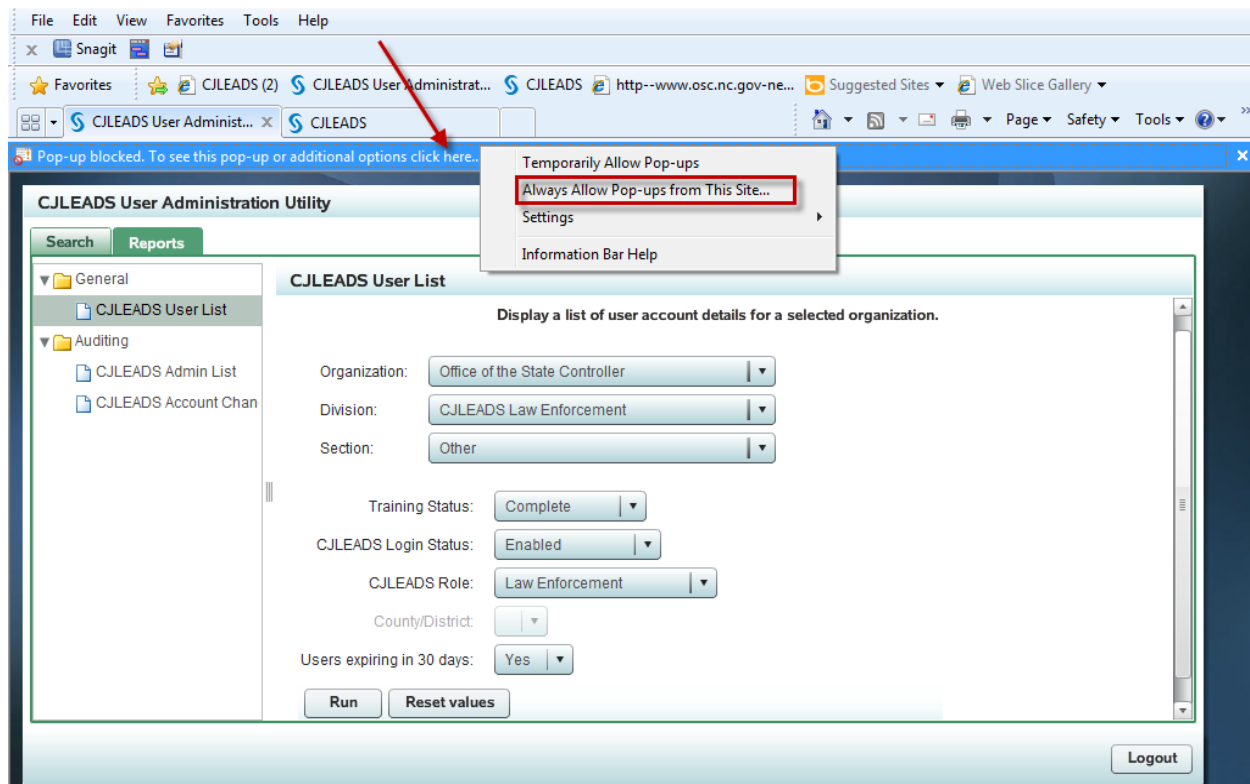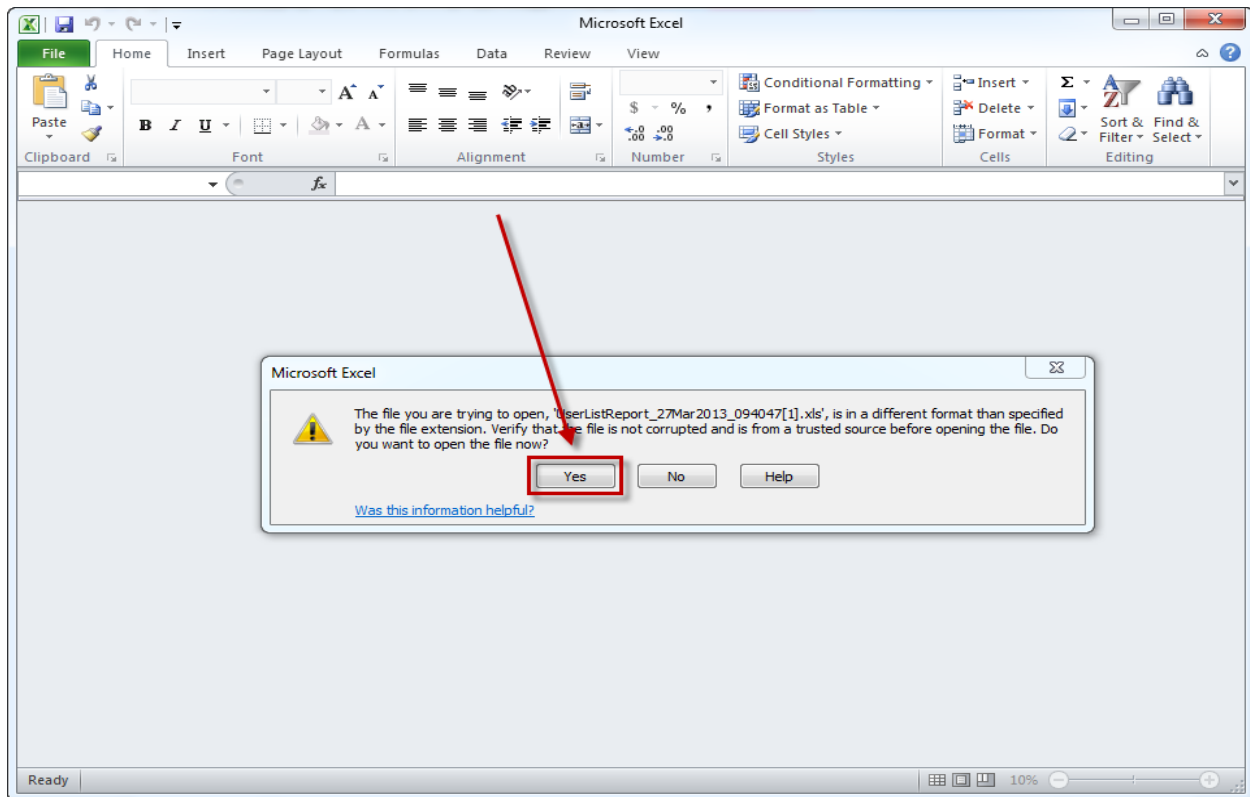
12. You will then receive a "File Download Box" asking if you want to open or save this file. Click Open.
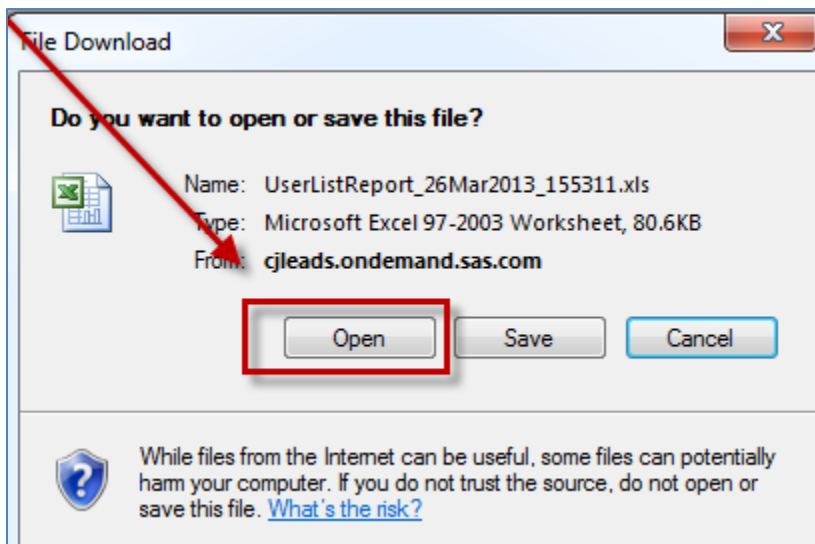
13. Next, you will receive a message from Microsoft excel about the report format; please click Yes.

14. An Excel Spreadsheet should then generate. You can save this spreadsheet to your hard drive or only view it.

NOTE: The report will display the name and user ID of the user generating the report, date and time stamp.
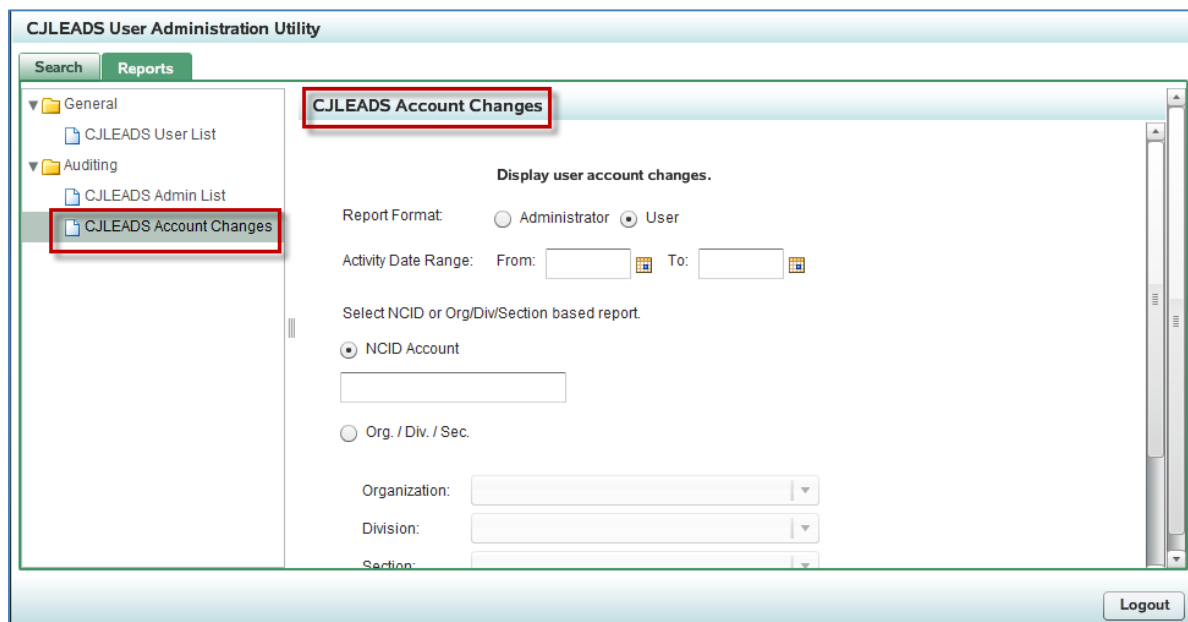
CJLEADS Admin List Report

This report is located in the **Auditing** folder and displays a list of your agency's CJLEADS User Administrators.
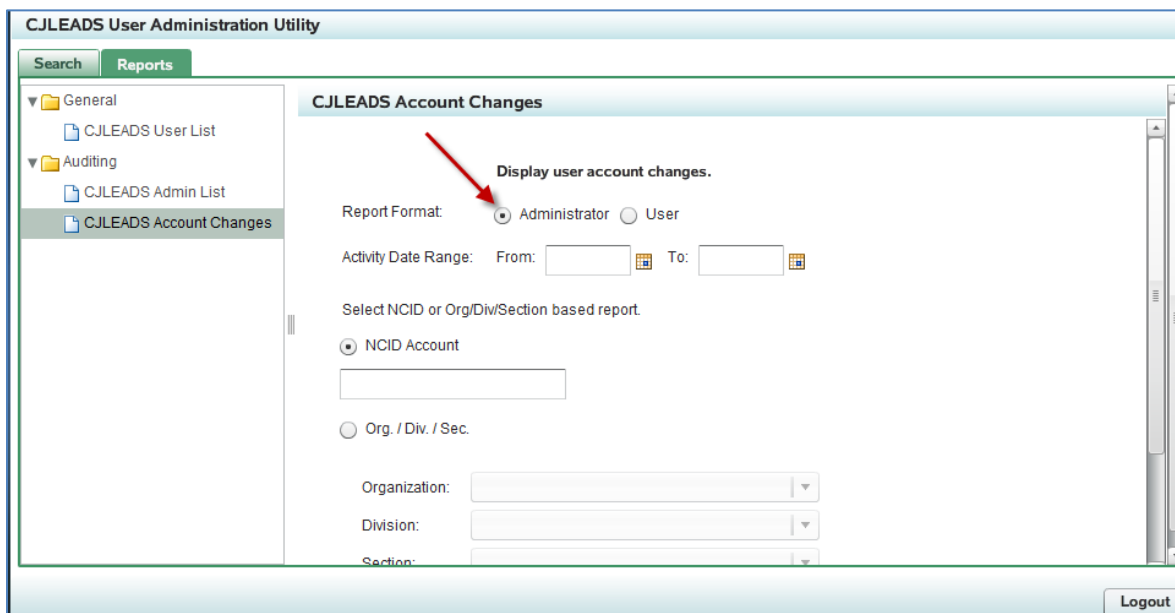
To display the report parameter fields,
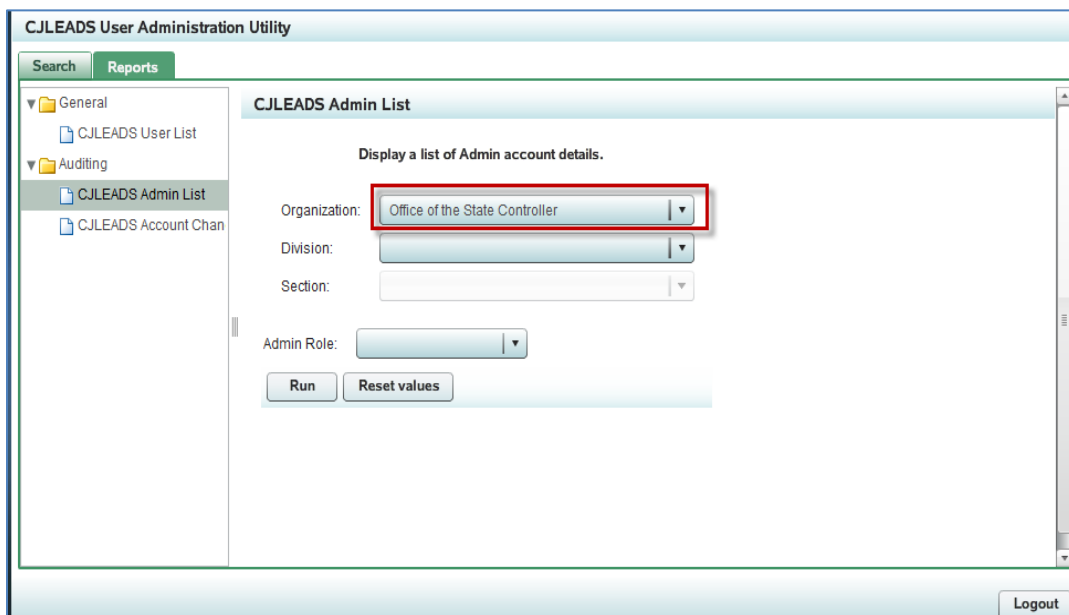
1. Click on the gray arrow next to the Auditing folder. The CJLEADS Admin List and CJLEADS Account changes list displays.
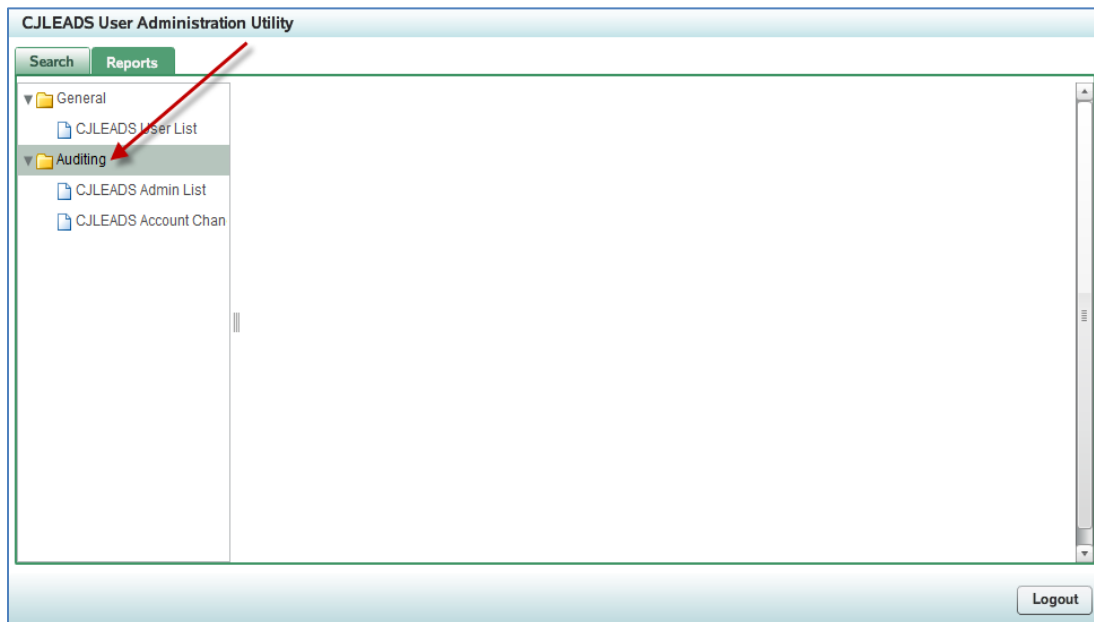
2. Select the CJLEADS Admin List report
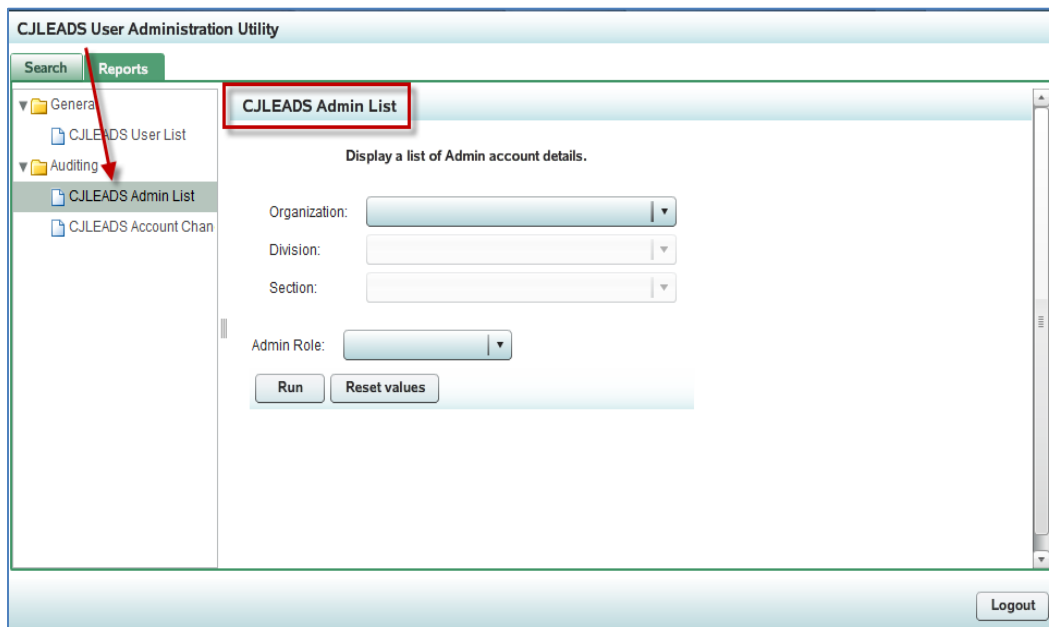
3. Select your organization from the Organization drop down

4.   Select Division from the Division drop down.

5.   Select the section from the Section drop down. (If applicable)

6. Select Admin Role from Administrator drop down.

7. Click Run.

8. You will then receive a "File Download Box" asking if you want to open or save this file. Click Open.

9. Next, you will receive a message from Microsoft excel about the report format; please click Yes.

10. An Excel Spreadsheet should then generate. You can save this spreadsheet to your hard drive or only view it.

NOTE: The report will display the name and user ID of the user generating the report, date and time stamp.

CJLEADS Account Changes Report

This report is located in the **Auditing** folder and displays a list of user accounts that have been updated and the name and user ID of the User Administrator performing the updates.

To display the report parameter fields,

1. Click on the gray arrow next to the Auditing folder. The CJLEADS Admin List and CJLEADS Account changes list displays.
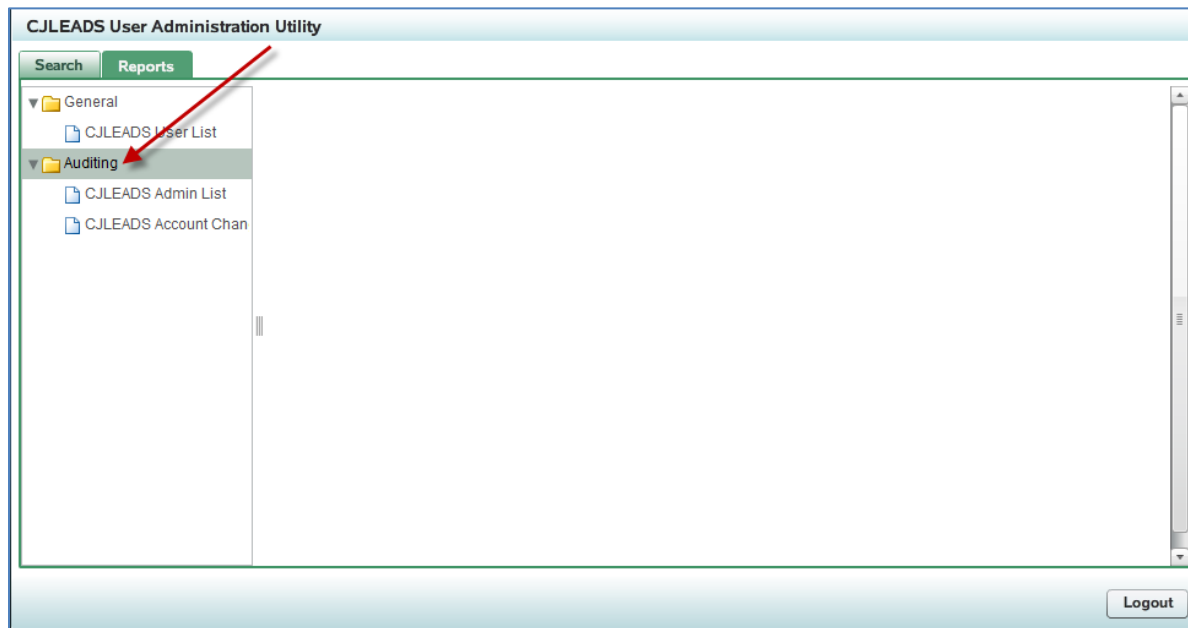
2. Select the CJLEADS Account Changes report

3. Select your report format by clicking the correct radio button.

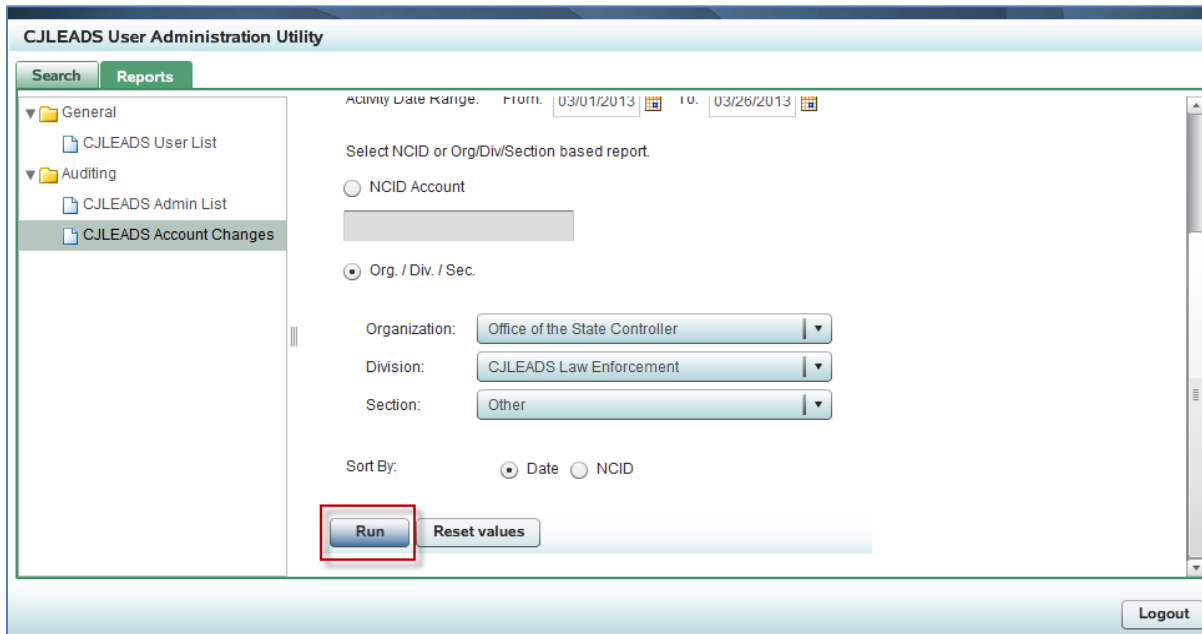4. Select your Activity Date Range.

5. Select if you would like the report to be an NCID or Org/Div/Section based report.

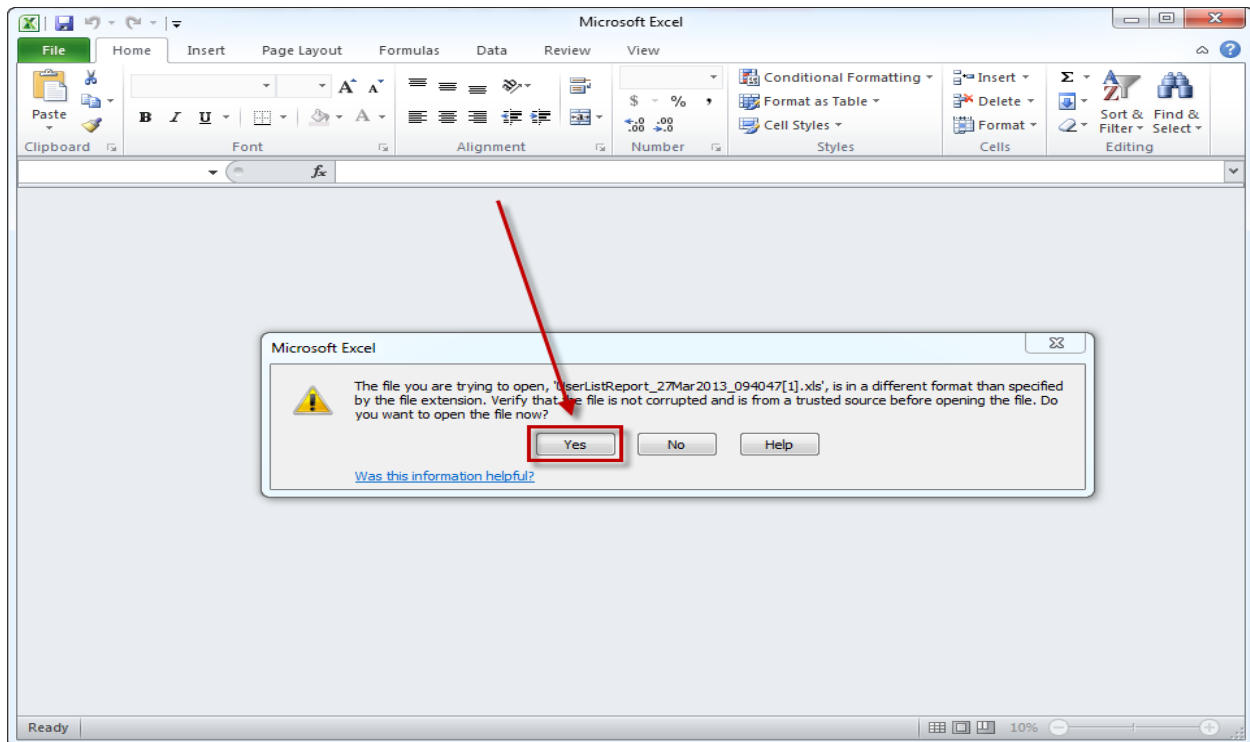6. Select your "Sort By" type by clicking the correct radio button.

7. Click Run.

8. You will then receive a "File Download Box" asking if you want to open or save this file. Click Open.

10. Next, you will receive a message from Microsoft excel about the report format; please click Yes.

11. An Excel Spreadsheet should then generate. You can save this spreadsheet to your hard drive or only view it.

NOTE: The report will display the name and user ID of the user admin generating the report, the type of account changes, as well as the date and time stamp the changes occurred.

CJLEADS Customer Support

CJLEADS and the Office of The State Controller Beacon Support Service Team have partnered together to provide customer support to our criminal justice and law enforcement officials throughout North Carolina.

Customer Support Services are available Monday – Friday, 8:00 AM to 5:00 PM to answer questions and resolve issues for our CJLEADS users. After 5:00 PM Monday - Sunday, please contact (919) 754-6949.

CJLEADS Customer Support Services Contact Information:

Email: cjleadshelp@nc.gov

Phone: (919) 754-6949