

Frequently Asked Questions

1. Can the agency have more than one Local Agency Admin account?

Not at this time.

2. Will my testing transfer from Omnixx to the new *CJIS Online* software?

Sorry, the previous training does not transfer over.

3. Is the *CJIS Online* training mandatory?

Security Awareness Training is required every two years and within six months of assignment. The *CJIS Online* software is a resource to help consolidate and automate training records for the agency. The agency may continue to use Omnixx training, the PDF from our webpage(level 1-3 only), or create their own training meeting CJIS requirements in section 5.2. Please note the training in Omnixx is being decommissioned and CJIS Security Awareness Training will be in *CJIS Online*.

4. How much does the *CJIS Online* software cost the agency?

There is no monetary cost to the agency.

5. If I enter a vendor record or account record incorrectly, can I delete it?

No. records can be edited, but not deleted by the agency. The agency can deactivate the account record, but not delete the record.

6. How will personnel be notified to be tested again in two years?

Each individual user will receive an automated email both 60 and 30 days prior to their expiration date on the first of the month in which that date falls. If the Local Agency Admin would like to receive these emails as well for their users, they will need to log in as a Local Agency Admin and click on the Expiration Notifications button and turn on the feature manually. This feature will cause the system to send the Local Agency Admin an email on the first of each month of all their users who will be expiring in both 60 and 30 days.

7. My employees do not have a unique work email address?

The *CJIS Online* software requires an email address for automatic renewal notices to function. Personnel can also use a personal email address. In lieu of email addresses, usernames can be created by the agency admin, but the individual user will not receive a notification to renew training.

8. We are not receiving the renewal notices?

The email notification to retake training is sent from 'noreply@cjisonline.com'. Please ensure this email is not blocked or sent to a Junk/Spam folder. Check user account for valid email entered or there is a username instead of email address for account.

9. Is there a Spanish version available?

Yes, only level one training.

10. Whom should I contact if I have questions about the *CJIS Online* software?

Entities should contact TX DPS at 512-424-7364 or cjis.audit@dps.texas.gov for general support. TX law enforcement agencies may contact the CJIS Security Office @ security.committee@dps.texas.gov or 512-424-5686 for security awareness issues.