2021

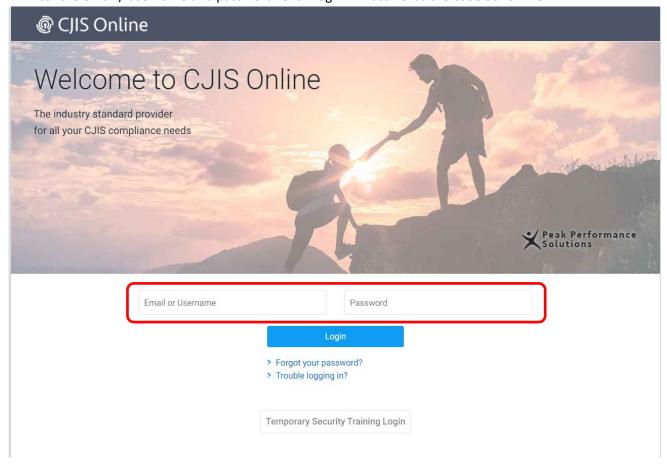
TAC Guide to

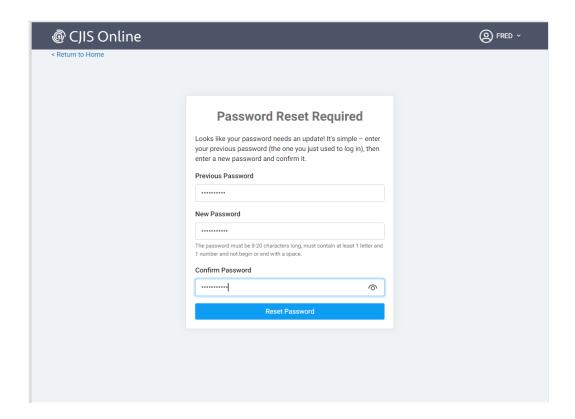
CJIS Online



https://www.cjisonline.com

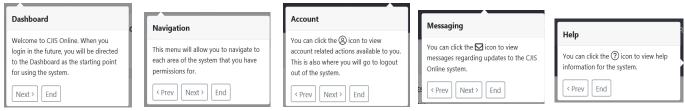
Enter the email / username and password. Click Login. Passwords are CaSe SeNsiTiVe.

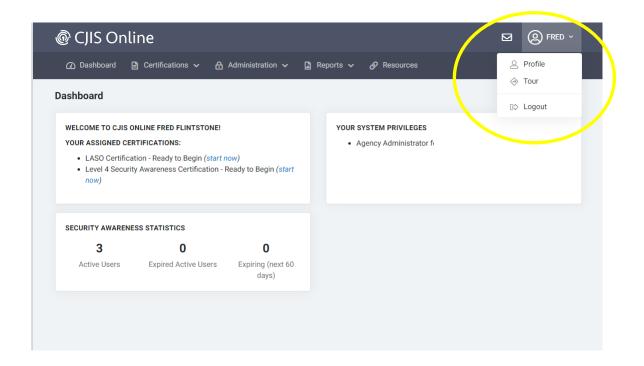




First time sign in, one may be prompted to change their password. If needed, create a new password to continue. The fields are CaSe SeNsiTiVe.

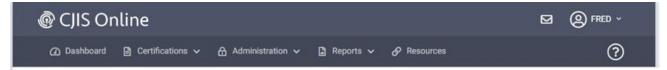
First time logging into the system, quick pop-up notes or messages may appear.





This is the main Dashboard providing quick stats. In the top right corner, click on the chevron symbol next to your name to view the pop-up notes again, **Edit** your Profile, view certificate details and history, and use **Logout** to leave the system.

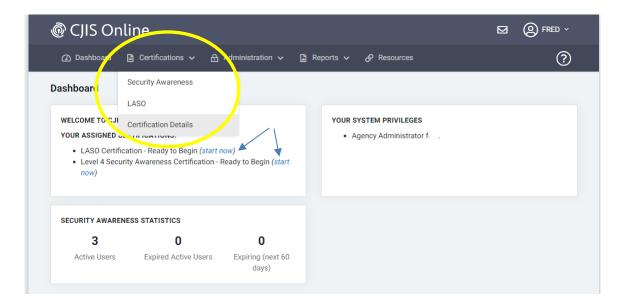
The **Envelope** contains messages from the application.



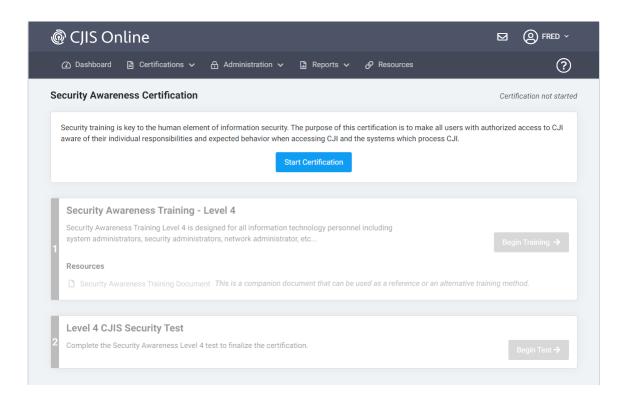
The task bar contains the main **Dashboard**, **Certifications** Menu, **Administration** Menu, **Reports** Menu, **Resources** Menu and **?** for additional help.

Let's get started!

Explore the Certifications Menu



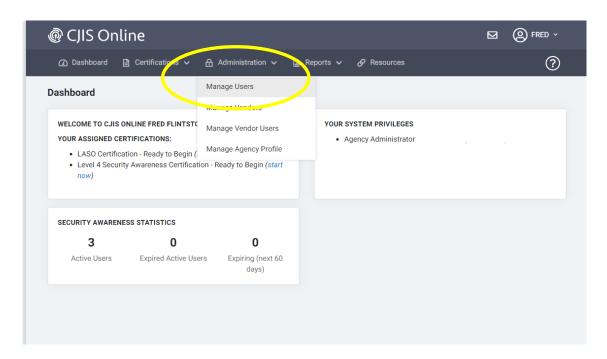
From this menu quickly see Security Awareness, LASO and Certification Details. One can start Training and Testing by clicking on the **Start Certification** button like below from the Certifications Menu or from blue links on the main Dashboard.



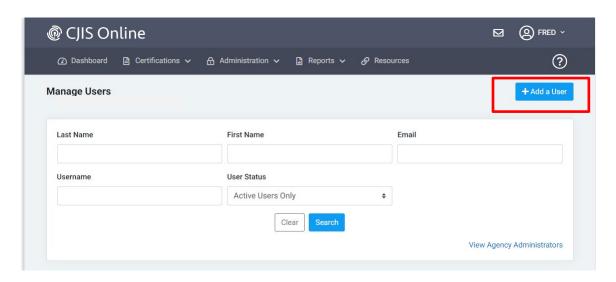
Sample of Security Awareness Certification page from the Certifications Menu. An individual's training may appear differently per the varying training levels assigned by the Local Admin.

Accounts – adding new Local AGENCY users and updating user account information

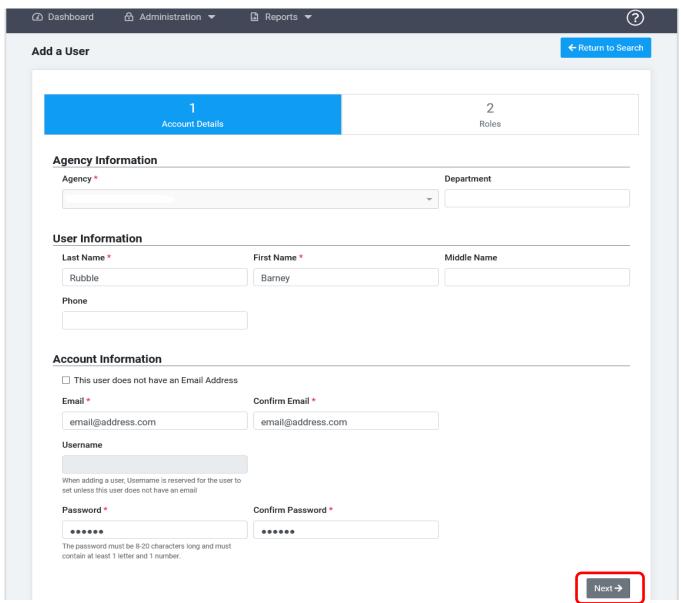
Click on Administration then Manage Users.



To Add a New User Account



Click on +Add a User button.



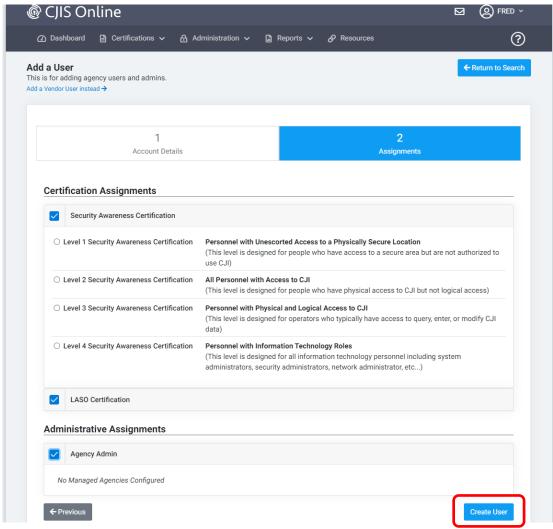
All fields with an asterisk * are required. The ORI field should auto populate.

Enter Last Name, First Name, Email, Confirm Email, then enter and confirm an initial password.

If the individual does not have an email address, check the box next to "This user does not have an Email Address" then enter a unique **Username** instead. The individual *cannot* be notified when their training is expiring without an email address entered.

Your admin account allows you access to change passwords and edit fields on agency user and vendor user accounts. You may assign more Admin accounts and add LASO Training to accounts. Click **Next** when ready.

Note: Please remember the password you entered to provide to the end user so they may sign on. You will need to let the user know their initial password. Account information cannot be deleted; only made inactive. Use caution when creating new accounts when personnel transferred in from other agencies, please contact us to check and move any existing records before creating new accounts as individuals may have completed training previously.



Click on the appropriate Security Awareness Training level needed. LASO and Agency Admin access can be added to the user account on this screen. Click **Create User** when ready.

A quick pop-up message appears when the account was successfully created.

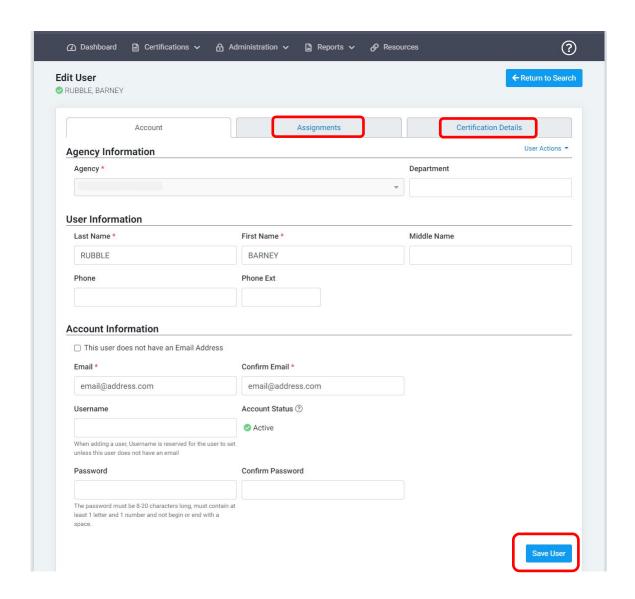
Security Awareness Training level examples:

- Level 1 personnel coming into the secured area maintenance, admin assistants
- Level 2 personnel handling paper records clerks, filing clerks
- Level 3 personnel running transactions on computers dispatchers, officers
- Level 4 personnel working on network and computers internal/city/government IT staff

LASO – Local Agency Security Officer Training – person knowledgeable in computer security or network intricacies, account handling, system access given, incident handling - city/government IT staff, TAC

Agency Admin – Assign additional admin accounts for the agency. Admin accounts can add more accounts, change passwords, and edit fields on agency user and vendor user accounts. Account information cannot be deleted; only made inactive.

This screen returns for further user account editing if needed.



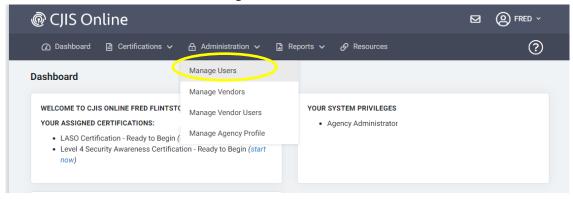
To edit the existing account created, click on **Assignments** to change training level, add LASO or Admin access. Choose **Certification Details** to view testing records, then click the > greater than symbol on the certification name line to view/reprint certificates. Note: the Background checks section on the Certification Details tab is **not** required to be filled in. When done editing click **Save User.**

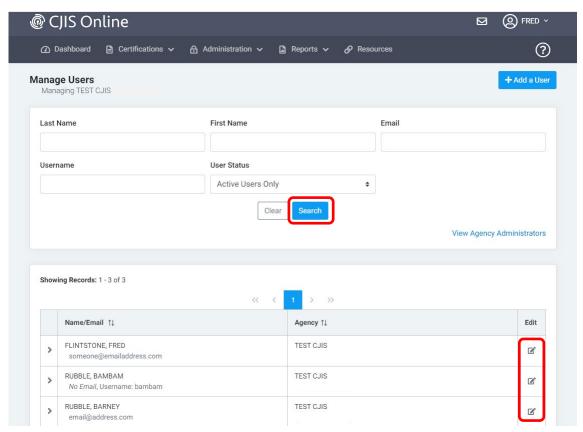
To add another new account, click on +Add Another User button.

To find an existing user to edit, click <- **Return to Search** button.

To Search for Agency User Account

Click on Administration then Manage Users.



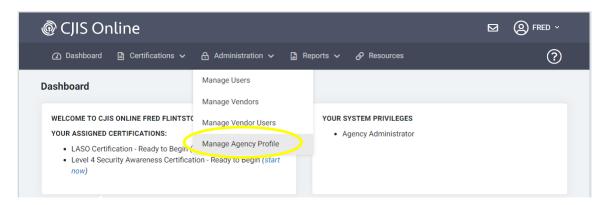


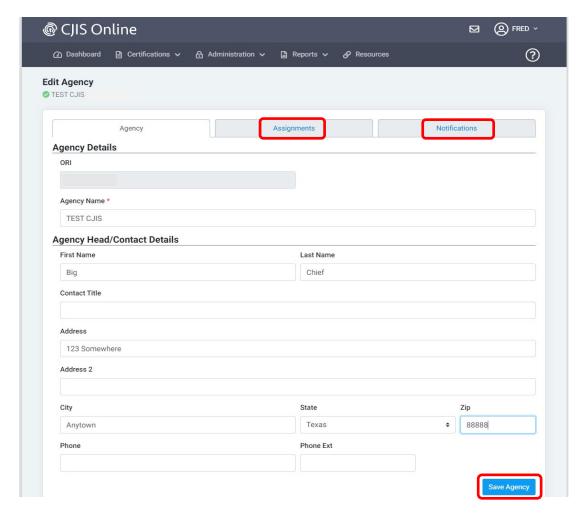
You can search by name, email address, user status (Active/Inactive/All) or role. Enter the search criteria and click on **Search** button.

Remember to click Save User when done editing the account.

To Edit Your Agency Information

Click on Administration then Manage Agency Profile





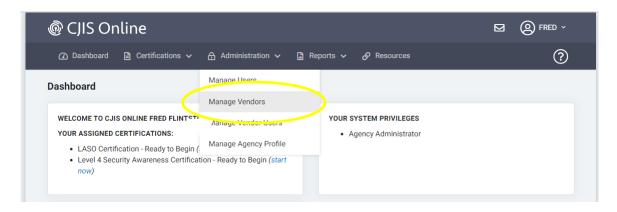
Enter any changes needed. Fields with an asterisk * are required.

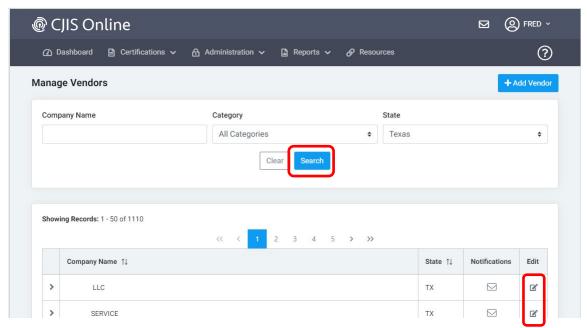
When done click Save Agency.

From this screen you can choose to Edit Admin and LASO roles on the Assignments tab and choose other accounts to receive email notices on the Notifications tab.

To Search Vendor Records

Click on Administration then Manage Vendors.



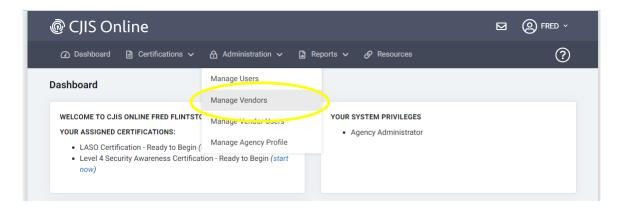


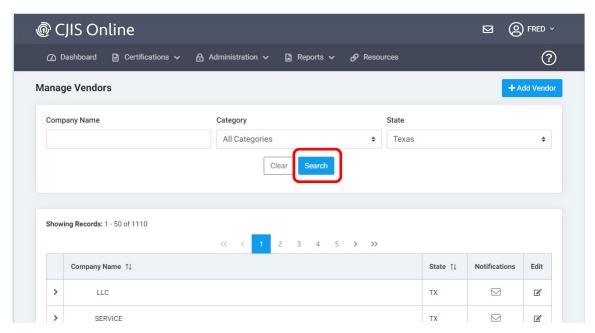
You can search by Company name, category and/or state. Click **Search**.

Find the Company Name and click on Edit pencil & paper icon to edit the account. Remember to save any changes when done.

To Add a Vendor

! Only after you have extensively searched by company name (full or partial name) AND have searched by a known individual employed by the vendor, you may enter a new vendor record. Do NOT enter vendor employees as your agency employees as other agencies may use the same vendors. There is a different method to add Vendor Users.



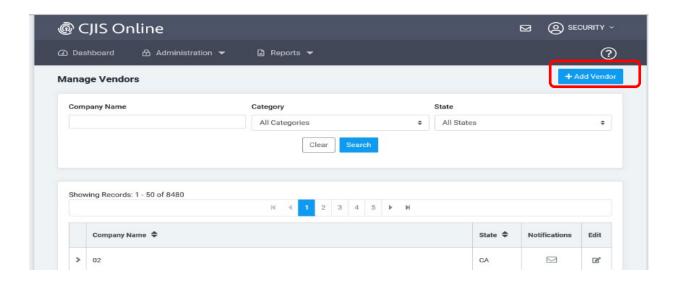


Enter a **Company Name** and click **Search**.

If no records are found, but you know the individual worked for this vendor in the past or works for another agency, Search for *Vendor User* Account instead and check company name spelling in user account settings Go to the section on *Vendor User Accounts* to search for an individual user account. The company name could have changed or is spelled differently.

If no results are found by username search, then you may proceed to add a new Vendor.

Note: If error message appears for email address is in use, this means the record exists.

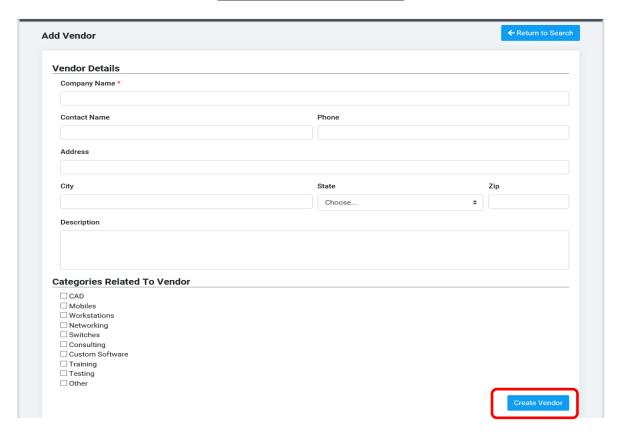


Click on +Add Vendor.

A prompt may appear to validate you have searched before entering a new record. Choose Yes or Nope to confirm.

You will not have the ability to disable or remove a vendor record if created in error.

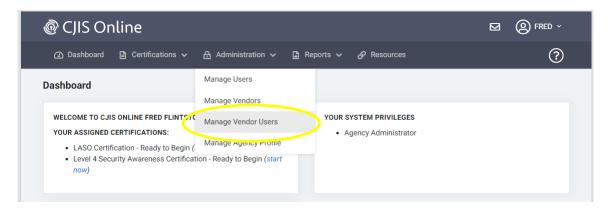




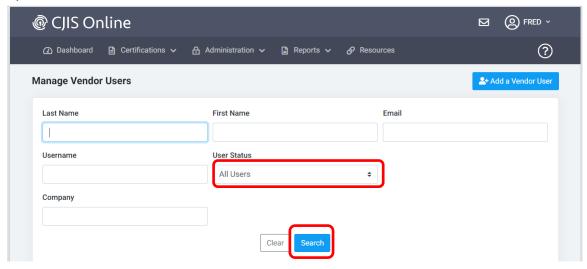
Enter a company name and pertinent information. Fields with an asterisk * are required. Click **Create Vendor.**

Vendor User Accounts – adding new VENDOR users and updating information

Click on Administration then Manage Vendor Users.



First, find if the user account exists!

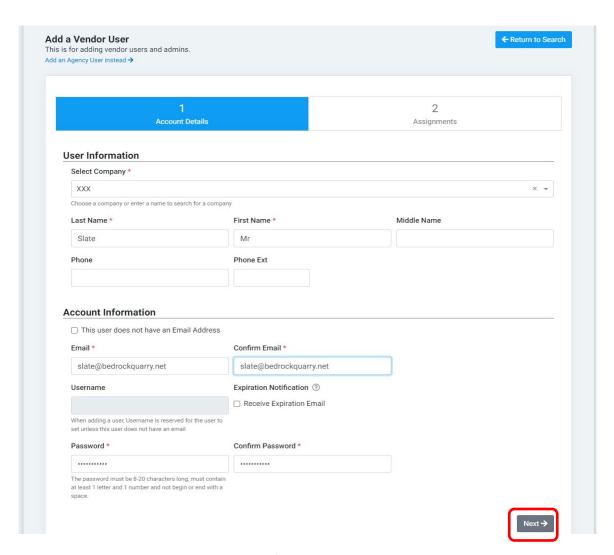


Enter the individual's Last Name, email or Company.

Choose User Status All Users and click Search.

If you do not see the record on the screen bottom, you may proceed to enter a new account. If there is a user record, the account exists.

Click on +Add a Vendor User button.

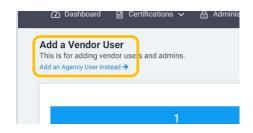


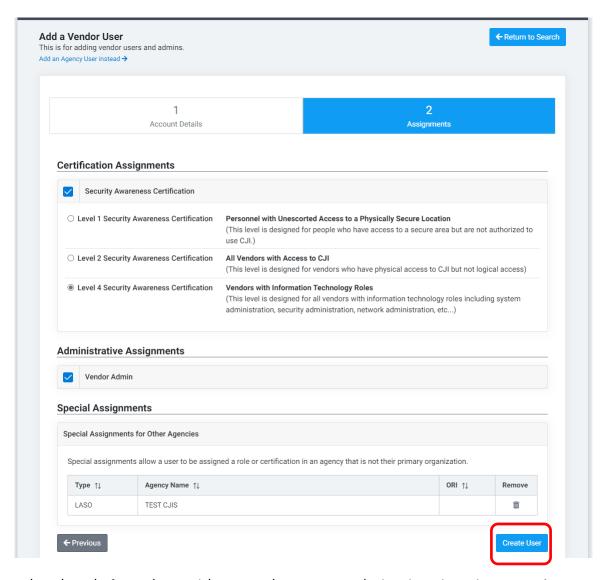
All fields with an asterisk * are required. Enter/search in the **Select Company** field. Enter **Last Name**, **First Name**, **Email**, **Confirm Email**, then enter and confirm an initial **password**.

If the individual does not have an email address, check the box next to "This user does not have an Email Address" then enter a unique **Username** instead. The person will *not* be notified when their training is expiring without an email address entered.

Click Next.

Note: Receiving a message account already exists means, the email is already in use and one will need to Search again. Please remember the password you entered to provide to the end user so they may sign on. You will need to let the user know their initial password. If you really needed to add an *Agency User Account instead* of a vendor user, in the top left corner, choose 'Add an Agency User instead-> ' and the correct screen will appear.





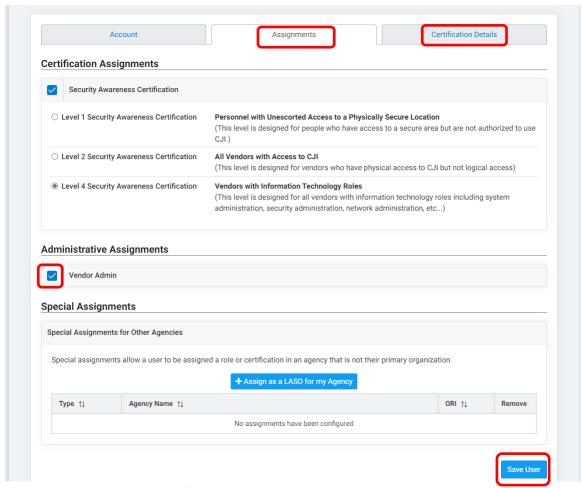
For IT/CAD/RMS/software/network/computer/remote access/ related vendors, choose **Level 4 CJIS Security Training**.

If the individual will have Admin Access to enter and administer their own employees, click on Vendor Admin Access.

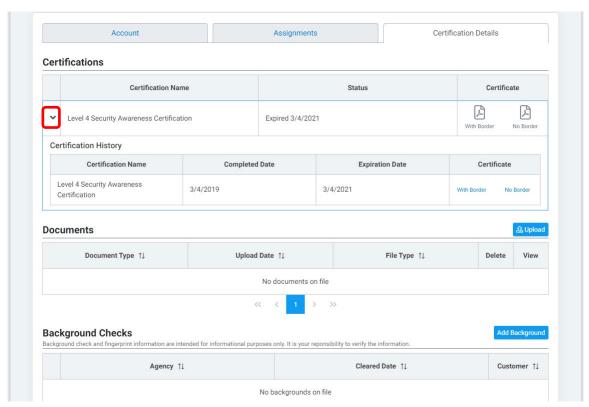
Click Create User. A quick pop-up message appears with the account was successfully created.

Vendors may have multiple admins. The agency can add the vendor user accounts or delegate this to the vendor company by creating them a Vendor Admin account, so the vendor may enter their own employees.

A summary of the account created appears for any final edits. Click on the **Assignments** tab or **Certification Details** tab to review this information too. Click **Save User** when done.



Sample of Assignments tab

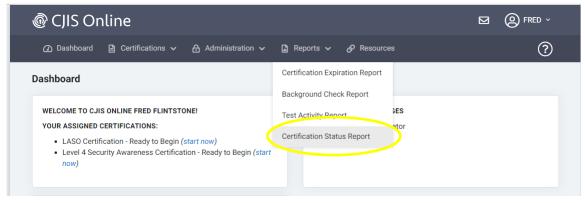


Sample of Certification Details tab.

! Note: The Background Checks section on the Certification Details tab is **not** required to be filled in.

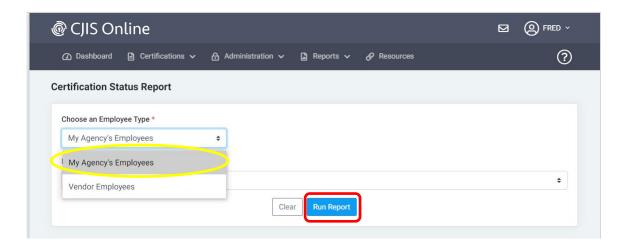
REPORTS

Click on Reports. Choose Certification Status Report.

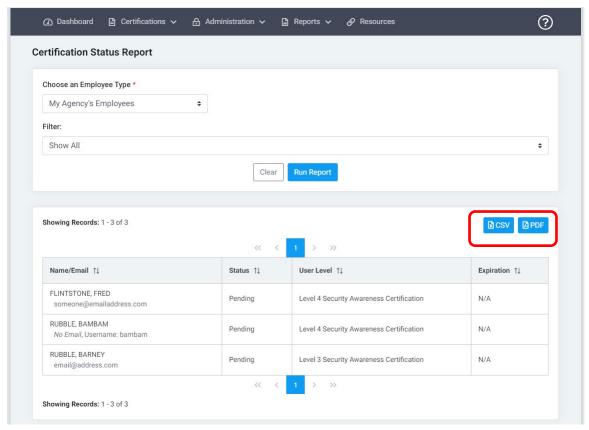


To run a quick report of all employees.

Choose an Employee Type My *Agency's Employees.* Filter choose *Show All* Click **Run Report.**

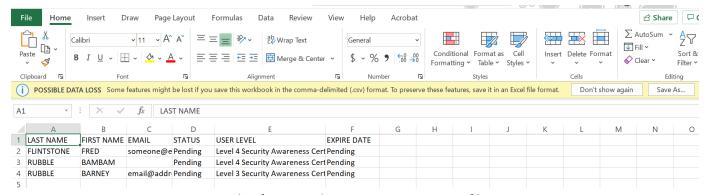


A viewable on-screen report appears.

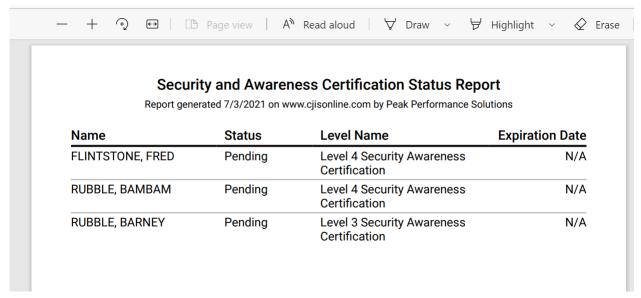


Sample of on-screen report.

To manange the records, the report can be made into an Excel sheet format for sorting the records or PDF version. Click on the **CSV** button for an Excel format or the **PDF** button for a read only PDF report.

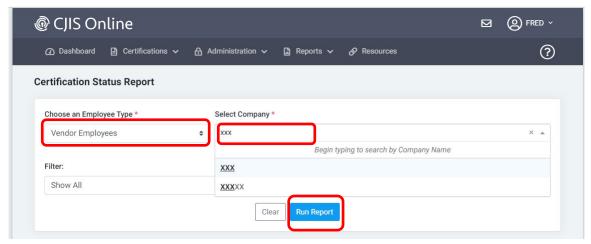


Sample of CSV Excel report. Save as an XLSX file on your computer.



Sample of a PDF report.

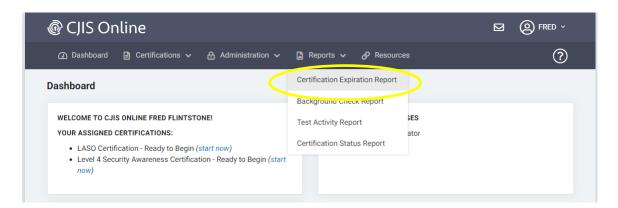
Similarly Vendor Reports can be run by choosing *Vendor Employees* from **Choose an Employee Type** then start entering the company name in the **Select Company** box. After finding the company, **Run Report**.



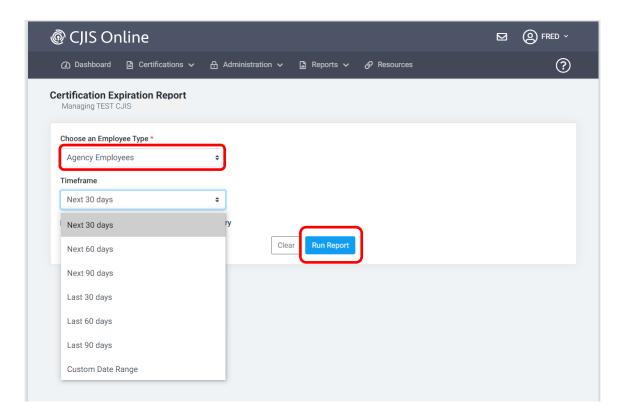
Sample of Vendor User Certification Status Report selection criteria on screen.

Run a Certification Expiration Report

Click on Reports. Choose Certification Expiration report.

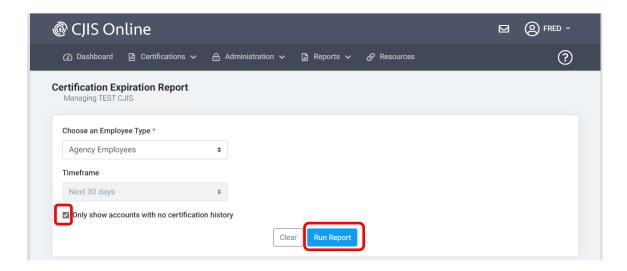


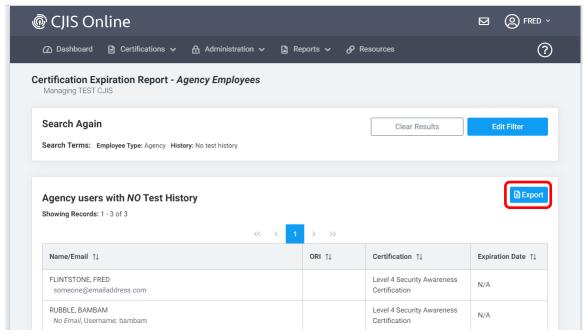
To run a report of all employee's certifications expiring; **Choose an Employee Type** *Agency Employees*. Choose Timeframe from list or enter custom date range. Click **Run Report**.



To find accounts with no certification history.

On **Certification Expiration report** screen. Check off 'Only show accounts with no certification history.' **Run report.**





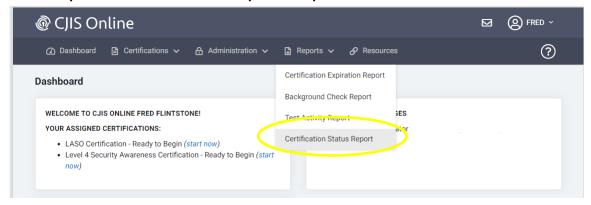
Sample of users with no test history report.

A result with N/A means there is no tests completed. Clicking the up/down arrows on the column headings allows the data to be sorted.

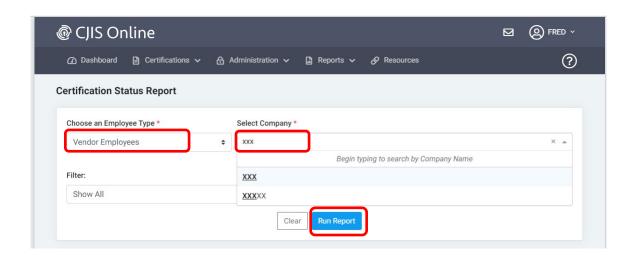
The **Export** button allows the data to be exported into an Excel Worksheet format. Click **Export** to put the data into an Excel sheet format. Remember to use File, Save As in Excel and save the worksheet on your computer.

To Run a vendor User Certification Expiration report

Click on Reports. Choose Certification Expiration report.



To run a quick report of a vendor's employees. Choose *Vendor Employees* from **Choose an Employee Type** then start entering the company name in the **Select Company** box. After finding the company, **Run Report**.



! Good tip: If your vendor provides a list of personnel completing training, it is the agency's responsibility to check if the report is current and accurate.

A result with N/A means there is no tests completed. Clicking the up/down arrows on the column headings allow the data to be sorted. The reports are similar in appearance to the agency's user reports.

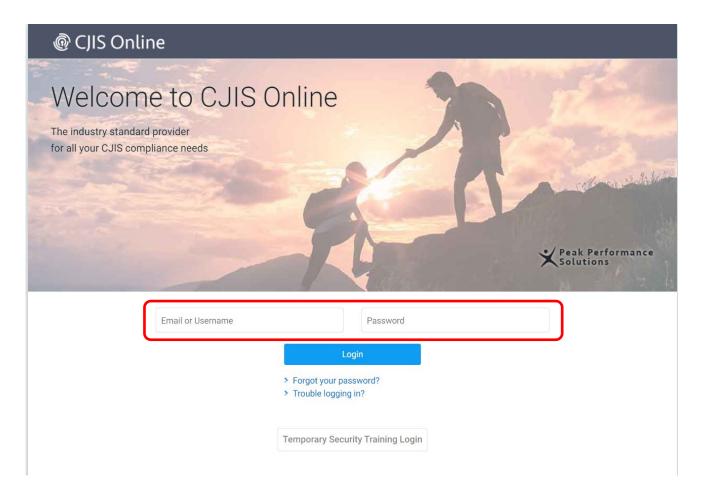
IT Staff & Agency User

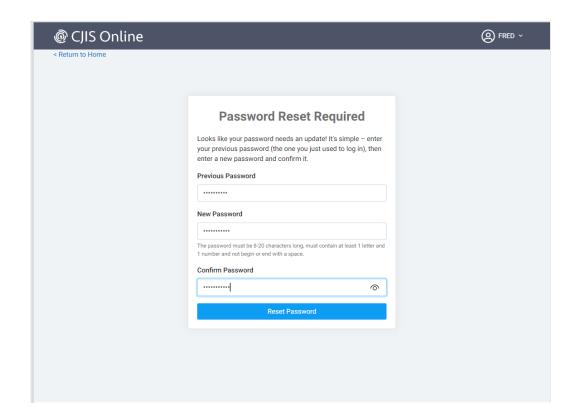
IT & Agency User Sign on

The individual will need their sign on information the agency Local Admin created to continue with training.

https://www.cjisonline.com

Enter the email / username and password. Click Login. Passwords are CaSe SeNsiTiVe.

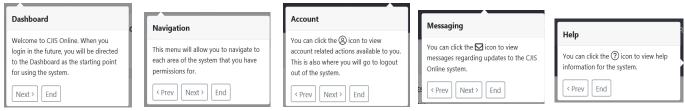


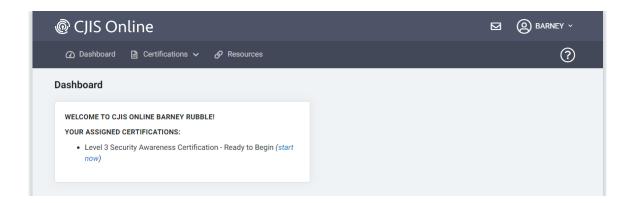


First time sign in, one may be prompted to change their password.

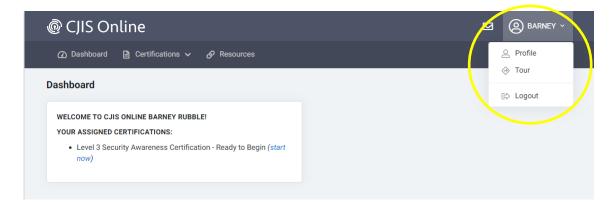
If needed, create a new password to continue. The fields are CaSe SeNsiTiVe.

First time logging into the system, quick pop-up notes or messages may appear.



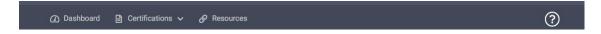


This is the main Dashboard providing quick stats.



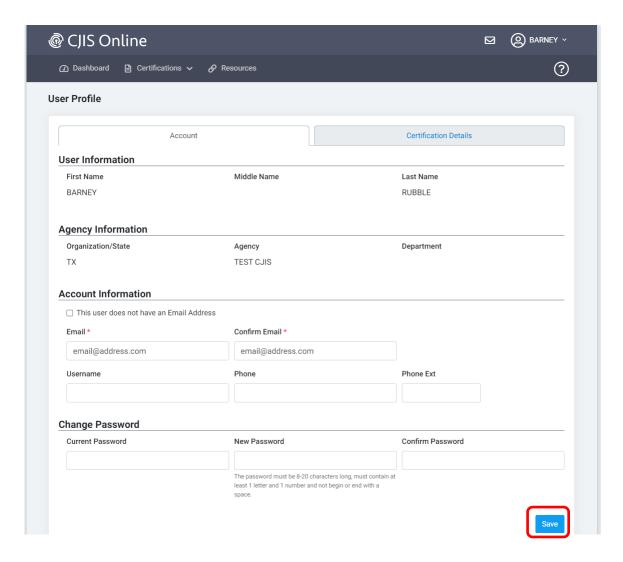
In the top right corner, click on the chevron symbol next to your name to view the Tour Notes again, **Edit** your Profile, view certificate details and certificate history, and use **Logout** to leave the system.

The **Envelope** contains messages from the application.



The task bar contains the main **Dashboard**, **Certifications** Menu, **Resources** Menu and **?** for additional help.

User Profile

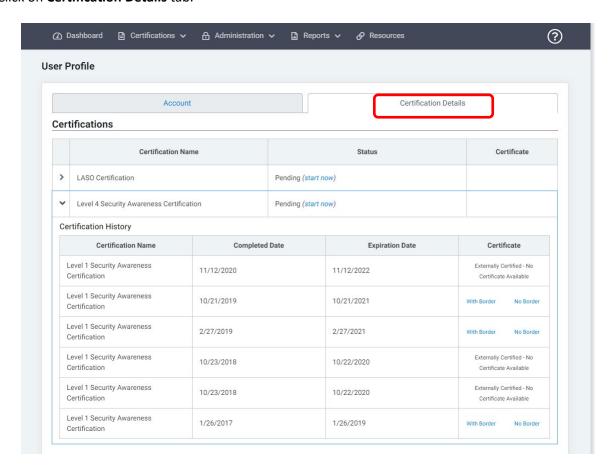


After clicking on **Profile**, the individual can only change account information pertaining to their account. Update email address, username, phone, and password then click **Save** when done.

Note: the account sign on is either the email address or username. Without a valid email address the user will not be automatically notified to renew training.

Certification Details

Click on Certification Details tab.



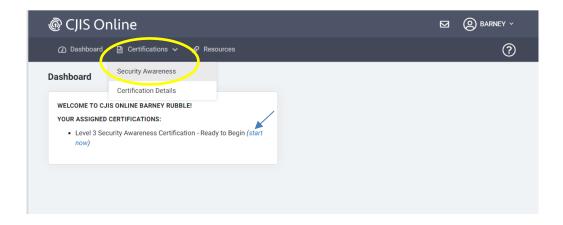
To view all the Certification history, click on the > greater than symbol, the symbol then points downward to open the history list. Find the available certificate in blue color, choose With Border or No Border. Wait a few seconds for a screen to pop open with the certificate. After the screen opens, you may choose to print or save the certificate to your computer. If the certificate screen does not open, ensure pop-ups are not blocked by the browser and a supported Internet browser is being used.

The Local Agency Admin can also view and print certificates from their account.

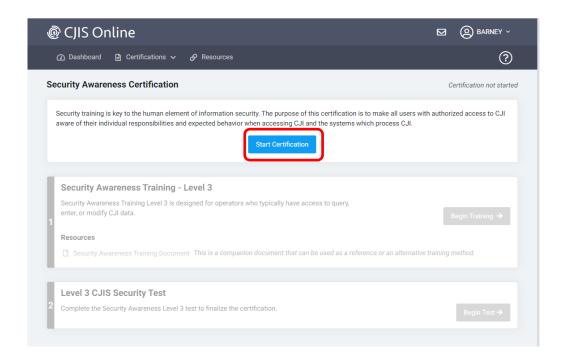
! Note: The Background Checks section on the Certification Details tab is **not** required to be filled in.

To Begin Training

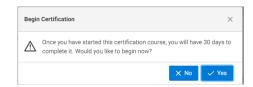
Click on Certifications then choose Security Awareness.

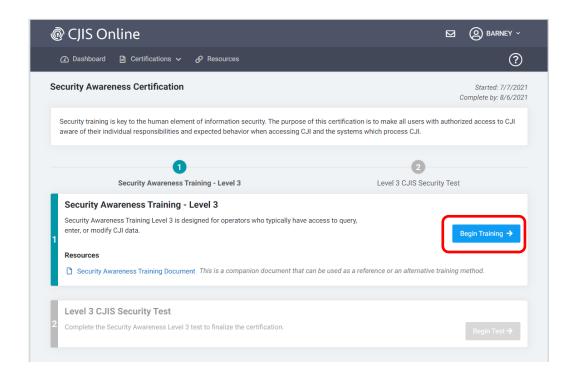


Alternate method: Click on the blue 'Start Now' on the main screen.

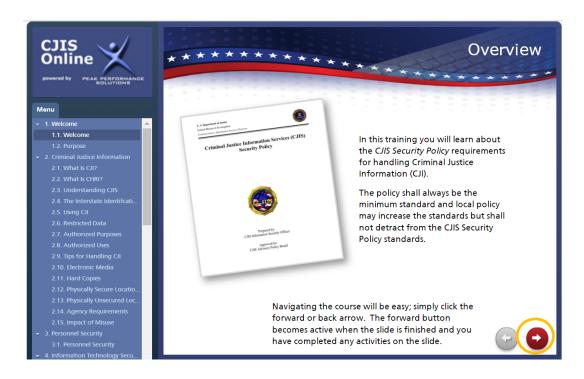


Click on the blue **Start Certification** button then confirm Yes or No.





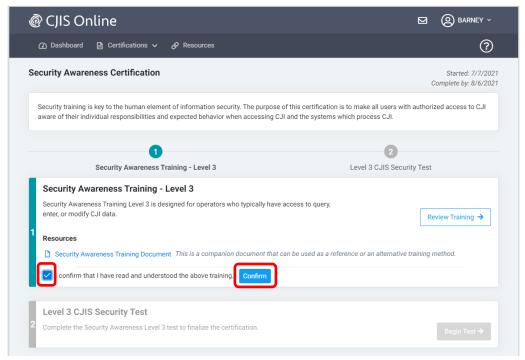
Click Begin Training.



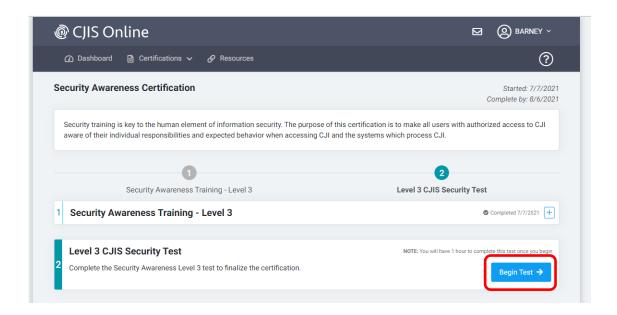
Read through the screens and click the arrows to get to the next screen.



Click Exit Course when done training and reviewing.



Check off the 'I Confirm...' box and then click on Confirm to continue.

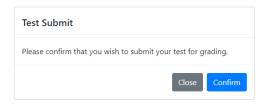


Click on **Begin Test** button.

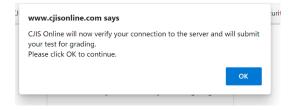
You will have 1 hour to take the 25- question test.

To pass, you will need to achieve at least a 70 % (18 of 25 correct). After successful completion, this Certificate will be valid for two years.

If you do not pass, you will need to wait at least one hour before taking the test again. There are no limitations on how many times to retake the test.

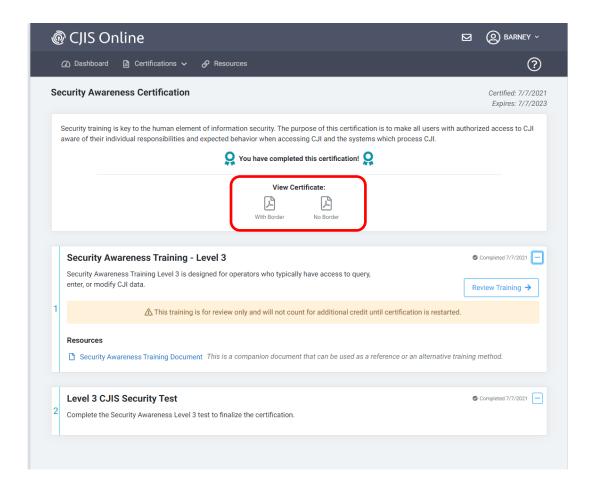


At the end of the test click **Confirm** button to submit test for grading then **OK** to message box below.





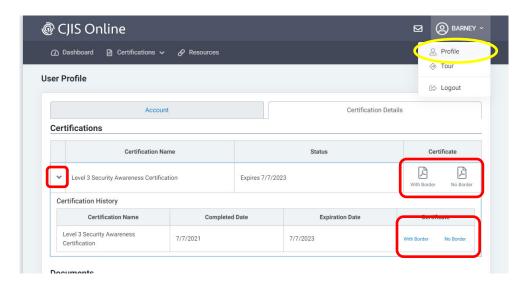
The test results appear and click **Close** button when done reviewing.



Once test successfully complete, you may print your certificate if desired.

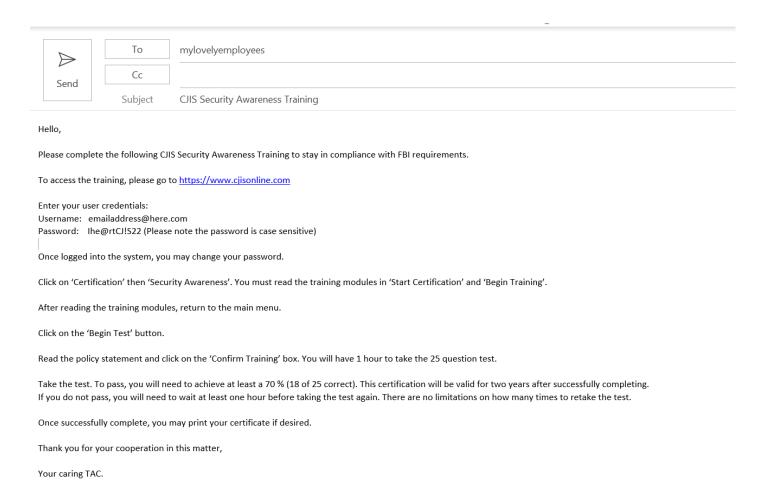
Under View Certificate section, click on With Border or No Border to view or print. Click on the printer or disk icon in top right corner to save or print certificate on next certificate screen.





To print/reprint a certificate. In the top right corner, click on the chevron symbol next to your name, choose **Profile**, click Certificate Details tab. In the Certification history, click on the > greater than symbol, the symbol then points downward to open the history list. Find the available certificate in blue color, choose With Border or No Border. Wait a few seconds for a screen to pop open with the certificate. After the screen opens, you may choose to print or save the certificate to your computer. If the certificate screen does not open, ensure pop-ups are not blocked by the browser and a supported Internet browser is being used.

Email sample to send users for training



After creating a user account, you will need to provide the user an initial password and the link to get started. This is a sample of an email message to help with the planning.

Got questions, visit our web page for FAQs and other information to help.