

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 Omnixx 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 use CJISonline, the PDF from our webpage (level 1-3 only) or create their own training meeting CJIS 5.2 requirements. The training in Omnixx has been discontinued. Please keep any valid existing, non-expired Omnixx training records for audits, if needed.

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 or made inactive, but not deleted by the agency.

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 the training expiration. The Local Agency Admin will receive notification every 30 days of personnel training expiring within the next 60 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 an email notification to renew training. Admins are notified of training expiration with or without user email accounts set up. Duplicate user email accounts are not permissible.

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 in CJISonline.

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.