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# CRIMINAL JUSTICE RAP BACK USER GUIDE

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# INTRODUCTION TO THE CRIMINAL JUSTICE RAP BACK PROGRAM OF TEXAS

## BACKGROUND AND PURPOSE

The Criminal Justice Rap Back program is designed to provide immediate notifications to law enforcement on an NGI Identity of subscribed individuals currently under an active criminal investigation, active probation, or parole (custody and supervision).

With the implementation of the Criminal Justice Rap Back program, organizations can now set a subscription on an individual's national criminal history. Not only will the subscribing organization receive notifications of events that occurred within Texas, they will also receive notifications of events that occurred elsewhere in the nation.

The events that can generate Criminal Justice Rap Back notifications are as follows:

- Arrests
- Record Updates (Dispositions, Expungements, etc.)
- Warrant Additions, Modifications, and Deletions
- Sex Offender Registry Additions, Modifications, and Deletions
- Death Notices

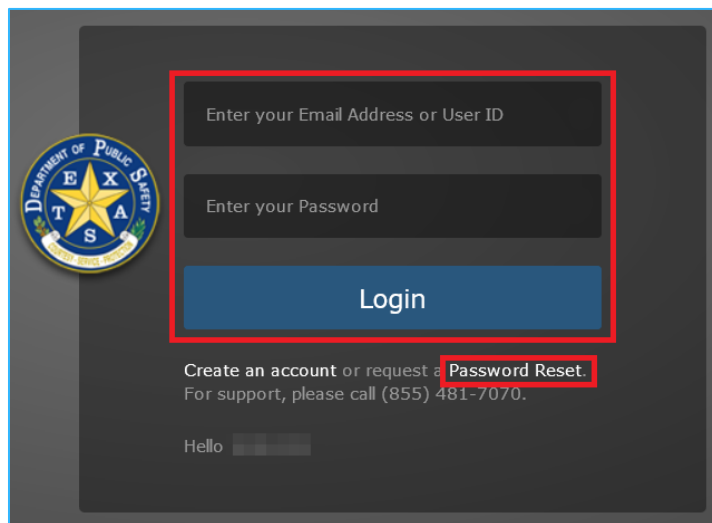
## SYSTEM USE **(NEW)**

Along with the requirements listed in the Criminal Justice Rap Back Participation Guide, users must understand that this system is restricted to authorized users only. System usage will be monitored and recorded, and is subject to audit. Unauthorized access, use, or misuse of the system is prohibited and may result in criminal and/or civil penalties. Use of the system indicates consent to monitoring, recording, and audit.

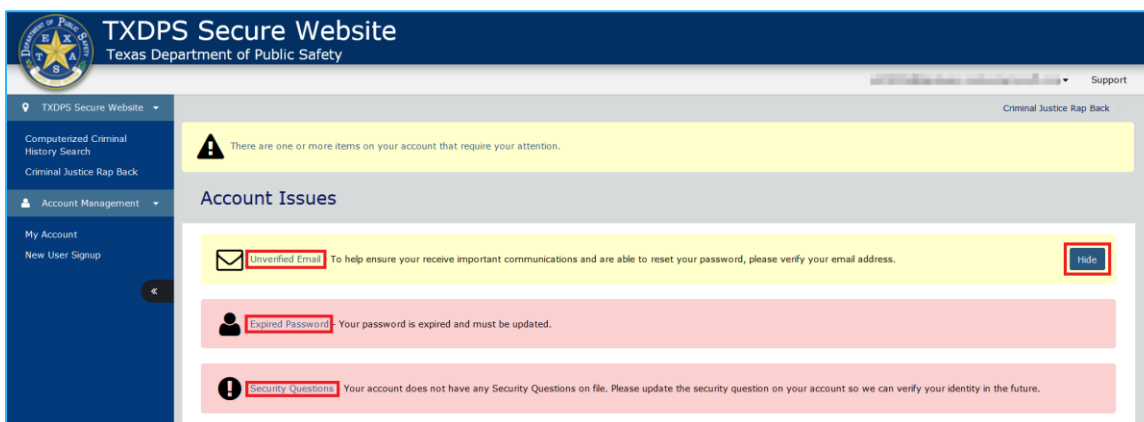
Users may only access this site with an assigned User ID. No person is permitted to use this site using another person's User ID and Password.

## LOGGING IN

1. Navigate to the [Criminal Justice Rap Back Program of Texas<sup>1</sup>](https://secure.txdps.state.tx.us/FACT) website. Click Current Users or Log In. Enter your User ID and password, and then click Login.
  - a. If you have not requested an account, please refer to the Criminal Justice Rap Back Program of Texas Participation Guide.
  - b. If you have forgotten your password, click Password Reset and follow the instructions to have a temporary password sent to you. This option is only available if your account has a security question enabled.



- c. If there are any issues on your account, such as an unverified email address or unread messages, those issues will need to be taken care of or hidden prior to accessing the rest of the Criminal Justice Rap Back site.
      - i. If you have not set up your account, please follow the instructions in [Setting Up Your Approved Account](#).
      - ii. To hide the issue until next login, click Hide. Red issues cannot be hidden.
      - iii. To address the issue, click the link within the notification.



<sup>1</sup> <https://secure.txdps.state.tx.us/FACT>

## SETTING UP YOUR APPROVED ACCOUNT

1. When you receive your account approval email, click the activation link to begin the set up process.
2. Select a security question from the drop-down menu, and then type your answer in the answer box.
3. Enter a new password for your account.
4. Click Save. You will receive a message stating that the set up process has been completed. You can now sign in using your User ID and new password.

TXDPS Secure Website

Log In Support

Email Address

Security Question

Security Question In what city did you meet your spouse/significant other?

Answer

Choose a new Password

Password Requirements

- Must contain 8-32 characters
- Must include at least one number and one letter
- Must include the following characters: %, &, \_ , ? , # , = , -
- Must be different from your User ID

New Password

Save

You have successfully completed your account. You may now sign in and access the website.

## MY ACCOUNT

### ACCOUNT FEATURES

#### MESSAGE CENTER

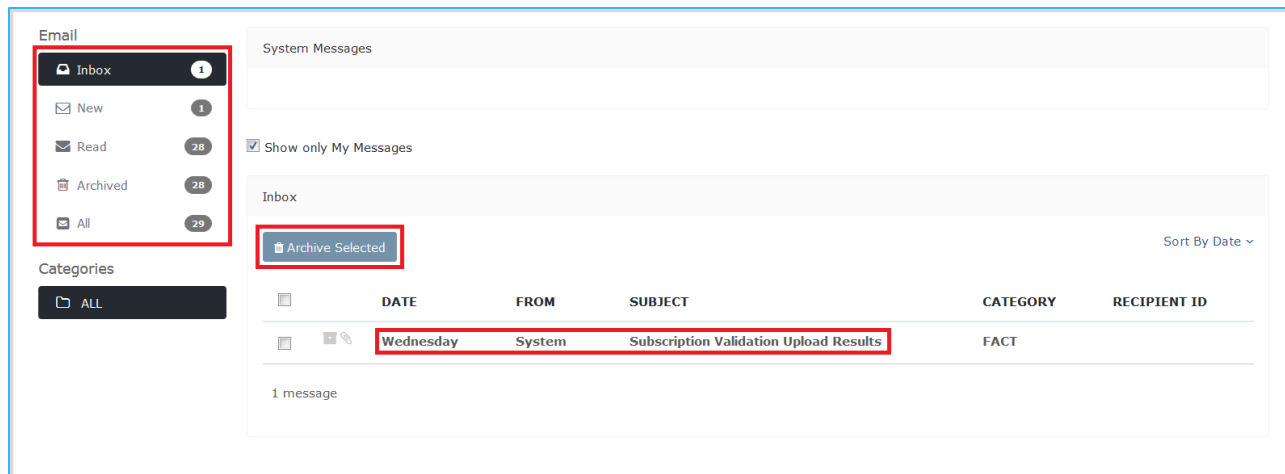
The Message Center contains messages relating to your account and subscriptions.

There are five filters to access your messages:

- **Inbox** – All Read and Unread messages that have not been Archived
- **New** – All Unread messages
- **Read** – All Read messages
- **Archived** – All messages that have been Archived
- **All** – All messages, including those Archived

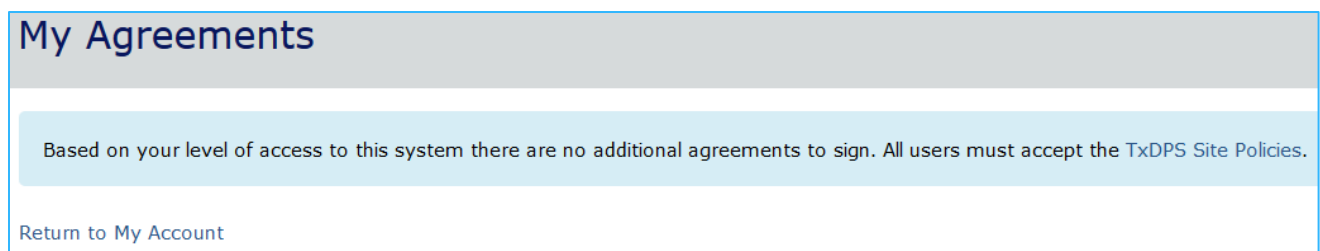
Unread messages will be bolded. Click the bolded text to read the message.

When you are done reading the message, click Archive to archive it. Alternatively, on the Inbox page check the box next to the message, click Archive Selected, and then “Yes, continue to archive.”



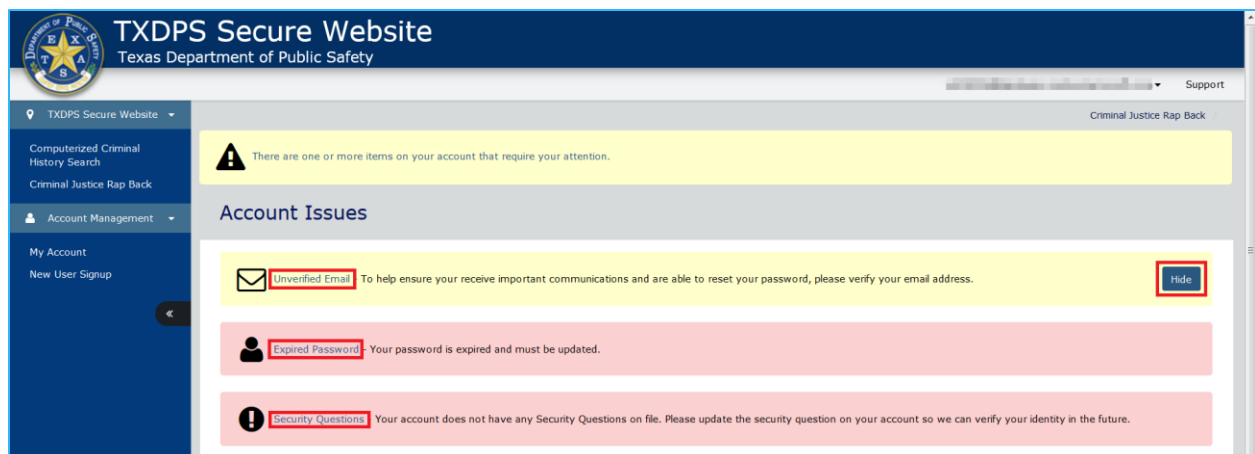
## AGREEMENTS

Any agreements that need to be signed will be added here. By accessing the Criminal Justice Rap Back site, you are accepting the [Texas DPS Site Policies](http://www.dps.texas.gov/SitePolicies.htm)<sup>2</sup>.



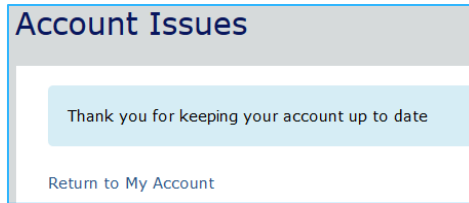
## PROFILE STATE

This page will show any account issues that need to be addressed, such as an expired password or unread messages. Issues can be addressed by clicking on the link in the notification banner.



If there are no issues, you will see a message stating your account is up to date.

<sup>2</sup> <http://www.dps.texas.gov/SitePolicies.htm>



## MANAGE ACCOUNT

### MY PROFILE

This page shows your user details as well as your contact information. If your contact information needs to be updated, click Edit Contact Information, make any changes needed, and click Save.

If your User ID needs to change, please contact the Rap Back Unit at 512-424-2746.

### EMAIL ADDRESS VERIFICATION

If your email address has already been verified, you will receive a message stating “Thank you for verifying your email address.”

If you have not verified your email address:

1. Ensure your email address is correct. If it is not, call the Rap Back Unit at 512-424-2746. The Update my Email Address option is disabled for non-administrator accounts.
2. Click Request Verification Code. A verification code will be sent to the email address on file. You will receive a confirmation banner stating the email has been sent.

**TXDPS Secure Website**  
Texas Department of Public Safety

Support

Criminal Justice Rap Back My Account

TXDPS Secure Website

Computerized Criminal History Search

Criminal Justice Rap Back

Account Management

My Account

New User Signup

There are one or more items on your account that require your attention.

### Verify Email Address

Step 1: Confirm Email Address

Email Address

User ID

Update Options

☒ Keep my current Email Address

☐ Update my Email Address

Step 2: Request Verification Code

You will receive an email message with instructions to confirm your email address.  
If you do not receive the email message, please check your spam inbox and verify that you have the correct email address above before having one resent.

[Request Verification Code](#)

An email has been sent to you. Please read if for additional instructions.

[Return to My Account](#)

- Click My Account and then Email Address Verification to return to the page.
- Enter the verification code you received in the email and click Verify Email Address.

Step 3: Verify Email Address

Verification Code

[Verify Email Address](#)

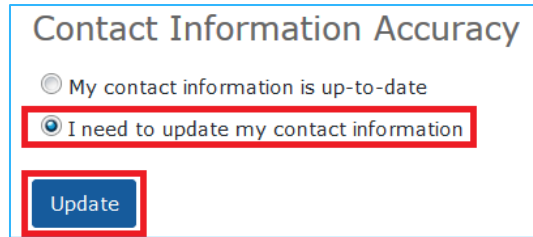
- You will receive confirmation that your email address has been verified.

Thank you for verifying your email Address.

## CONTACT INFORMATION VERIFY

This page contains your agency account, user ID, mailing and physical addresses, phone number, and fax number.

- If this information is incorrect, select "I need to update my contact information" and click Update.

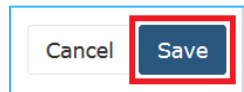


**Contact Information Accuracy**

☐ My contact information is up-to-date  
☒ I need to update my contact information

**Update**

2. Make any changes needed and click Save.

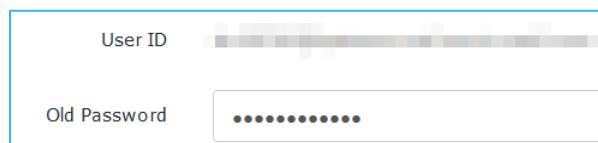


Cancel **Save**

## PASSWORD UPDATE

This page allows you to change your password. Passwords must be changed every 30 days.

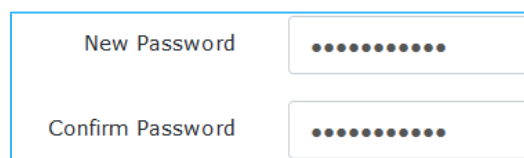
1. In the Old Password field, enter your current password.
  - a. If you are using a temporary password, enter that password here.



User ID [REDACTED]

Old Password [REDACTED]

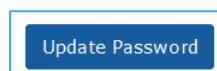
2. Enter your new password in the New Password and Confirm Password fields, with the following requirements:
  - a. Must contain 8-32 characters
  - b. Must include at least one number and one letter
  - c. Must include one of the following characters: %, &, \_, ?, #, =, -
  - d. Must be different from your User ID



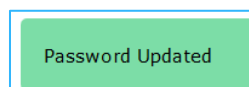
New Password [REDACTED]

Confirm Password [REDACTED]

3. Click Update Password. You will receive a notification banner stating the password was updated.



**Update Password**



Password Updated

## VERIFICATION QUESTION

If you have already set up a Security/Verification Question, you will receive a message stating “Your account has a security question associated with it.”



If you have not set up a Security/Verification Question, this page will allow you to set one.

1. Choose a question from the drop-down.
2. Type your answer to the question.

**Verification Question**

Security Question

Security Question What was your childhood nickname?

Answer

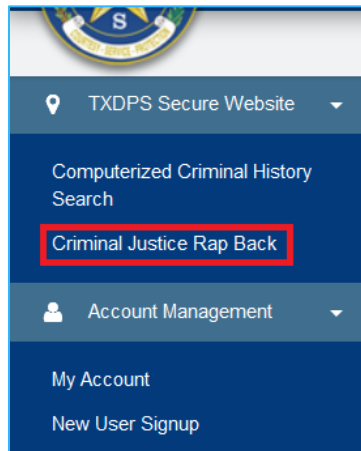
Cancel Save

3. Click Save. You will receive verification that your Question has been set. You may now use the Password Reset option on the login page if needed.

Your account has a security question associated with it.

## SEARCH FOR AN INDIVIDUAL

1. When [logged in](#) to the Criminal Justice Rap Back site, click Criminal Justice Rap Back in the sidebar.



2. Under the Criminal Search section, search for the individual using one of the options – SID, First and Last Name, or UCN (FBI Number).

A screenshot of the 'Criminal Search' form. The form has a dark blue header with the text 'Criminal Search'. Below the header are three search sections. The first section is labeled 'SID (\*)' and has a text input field with 'SID' entered and a 'Submit' button. The second section is labeled 'Last Name (\*)' and 'First Name (\*)' and has two text input fields, one for 'Last Name' and one for 'First Name', and a 'Submit' button. The third section is labeled 'UCN (\*)' and has a text input field with 'UCN' entered and a 'Submit' button. The input fields are highlighted with red boxes.

3. If you determine the search results may contain the individual you are searching for, click Details next to the individual's name.
  - a. If an individual is eligible for Criminal Justice (CJ) FBI Rap Back, the Status field will show CJRB Eligible.

SID	NAME	DOB	Status	
[REDACTED]	[REDACTED]	[REDACTED]	CJRB Eligible	Details

4. Verify the individual's identity using the information available on the Criminal Record Detail page.

Criminal Record Detail (SID [REDACTED])

Identification Information

SID	[REDACTED]
NAME(s)	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] (PRIMARY)
BIRTH DATE	[REDACTED]
SEX	MALE
RACE	BLACK
ETHNICITY	NON-HISPANIC
DL NUMBER	TX-[REDACTED]
FBI #	[REDACTED]
SOCIAL SECURITY NUMBER	[REDACTED]

## CREATING NEW SUBSCRIPTIONS FOR CRIMINAL JUSTICE RAP BACK

1. Follow the instructions in the [Search for an Individual](#) section.
2. Once the individual's identity has been verified, click **Manage Subscription** under **Subscription Information**.

Subscription Information

Currently there is no subscription. If you would like to create a new subscription, Click below

Manage Subscription

- a. If you are not currently subscribed, the Subscription Information section will state that there is currently no subscription.

Your agency is not currently subscribed and will not receive notification of qualifying events.

3. In the CJ Rap Back Subscription section, fill in minimally all required fields.
  - a. Refer to the Criminal Justice Rap Back Participation Guide<sup>3</sup> for more information on the options available in this section.

CJ Rap Back Subscription

Originating Case Number \* AF1743

Attention Indicator (ATN)

Rap Back Category (RBC) \* Criminal Justice Supervision (CS) ▼

Rap Back Trigger (RBT) \*
 

☒ (1) Criminal Retain Submission  
☐ (2) Dispositions  
☐ (4) Expungement/Partial Expungement  
☒ (5) Want Addition  
☒ (6) Want Deletion  
☒ (7) Want Modification  
☒ (8) Sexual Offender Registry Addition  
☒ (9) Sexual Offender Registry Deletion  
☒ (10) Sexual Offender Registry Modification  
☒ (12) Death Notices

Rap Back Disclosure Indicator (RBDI) \* Yes ▼

Rap Back Attention Indicator (RBATN)

Create
Cancel

4. Click Create. Your agency account is now subscribed to this individual. Scrolling down on the Criminal Record Details page will show your subscription.

Subscription Information							
SID	NAME	BIRTH DATE	MOST RECENT UPDATE	SEX	ORIGINATING CASE NUMBER	EXPIRATION DATE	
<span style="background-color: #ccc; display: inline-block; width: 50px; height: 15px;"></span>	<span style="background-color: #ccc; display: inline-block; width: 100px; height: 15px;"></span>	<span style="background-color: #ccc; display: inline-block; width: 80px; height: 15px;"></span>	01/12/2018	M	AF1743	01/12/2019	<div style="background-color: #f4a460; padding: 5px; text-align: center; width: 80px;">           Manage Subscription         </div>

<sup>3</sup> If you do not have this document, please contact the [Rap Back Unit](#) to have a copy sent to you.

## WORKLISTS

When [logged in](#) to the Criminal Justice Rap Back site, click Criminal Justice Rap Back in the sidebar to access the Worklists.

Worklists group individuals your agency is subscribed to. When an individual is Closed (removed) from a worklist, they will be removed from all worklists except the All Subscriptions worklist.

Worklists can be searched by SID, Name, Update Date, and Case Number. As you type in the search box, the worklist will be filtered. You can also sort the results by clicking on the column header text. More results can be viewed at once by clicking the Show Entries drop down.

Criminal Worklist Detail

Worklist: All Subscriptions (A-Z)

Show **10** entries

Search: **12345**

SID	NAME	MOST RECENT UPDATE	ORIGINATING CASE NUMBER		
[REDACTED]	[REDACTED]	07/24/2017	12345	Detail	Close
[REDACTED]	[REDACTED]	07/24/2017	12345	Detail	Close
[REDACTED]	[REDACTED]	10/27/2017	12345678	Detail	Close
[REDACTED]	[REDACTED]	08/16/2017	12345	Detail	Close
[REDACTED]	[REDACTED]	07/24/2017	12345	Detail	Close

### SUBSCRIPTIONS WITH NEW SOR HIT

This worklist contains individuals found in the Sex Offender Registry that are new subscriptions or have an updated Sex Offender Addition, Modification, or Deletion.

### SUBSCRIPTIONS WITH UPDATED FBI RESPONSE

This worklist contains individuals who have had an updated FBI response (Identity History Summary) due to your agency's recent subscription.

### SUBSCRIPTIONS WITH RBN RESPONSE

This worklist contains individuals that have a new triggering event in their FBI Criminal History.

### SUBSCRIPTIONS REQUIRING VALIDATION (30)

This worklist contains subscriptions that will expire within the next thirty days.

Criminal Justice subscriptions for investigation automatically expire one year from the date of creation or date of last validation, and Criminal Justice subscriptions for supervision expire five years from the date of creation or date of last validation. Subscriptions no longer needed must be [cancelled](#). To validate a subscription, follow the instructions in the [Manage or Validate a Subscription](#) section.

## SUBSCRIPTIONS REQUIRING VALIDATION (90)

This worklist contains subscriptions that will expire within the next ninety days.

Criminal Justice subscriptions for investigation automatically expire one year from the date of creation or date of last validation, and Criminal Justice subscriptions for supervision expire five years from the date of creation or date of last validation. Subscriptions no longer needed must be [cancelled](#). To validate a subscription, follow the instructions in the [Manage or Validate a Subscription](#) section.

## ALL SUBSCRIPTIONS (A-Z)

This worklist contains all individuals your agency is currently subscribed to. Clicking Close next to any subscriptions in this worklist will not close them.

## CANCEL, MANAGE, OR VALIDATE A SUBSCRIPTION

1. Navigate to the subscription to be altered by clicking the relevant [worklist](#) and browsing to the correct subscription, or by [searching](#) for them using the SID, or Name, or UCN (FBI Number) options.
2. Click Details.

Search Result View				
SID	NAME	DOB	Status	
[REDACTED]	[REDACTED]	[REDACTED]	CJRB Eligible	<a href="#">Details</a>

3. Click Manage Subscription.

Subscription Information							
SID	NAME	BIRTH DATE	MOST RECENT UPDATE	SEX	ORIGINATING CASE NUMBER	EXPIRATION DATE	
[REDACTED]	[REDACTED]	[REDACTED]	01/12/2018	M	AF1743	01/12/2019	<a href="#">Manage Subscription</a>

## CANCEL A SUBSCRIPTION

1. On the Manage Subscription page, click Unsubscribe.

CJ Rap Back Subscription

Originating Case Number \*

A4G321

Attention Indicator (ATN)

Rap Back Category (RBC) \*

Criminal Justice Supervision (CS)

Rap Back Trigger (RBT) \*

☒ (1) Criminal Retain Submission

☐ (2) Dispositions

☐ (4) Expungement/Partial Expungement

☒ (5) Want Addition

☒ (6) Want Deletion

☒ (7) Want Modification

☒ (8) Sexual Offender Registry Addition

☒ (9) Sexual Offender Registry Deletion

☒ (10) Sexual Offender Registry Modification

☒ (12) Death Notices

Rap Back Disclosure Indicator (RBDI) \*

Yes

Rap Back Attention Indicator (RBTN)

Rap Back Unit Testing

Save And Validate

[UnSubscribe](#)

Cancel

2. A banner will appear at the top of the Manage Subscription page stating that you are not subscribed.

Your agency is not currently subscribed and will not receive notification of qualifying events.

## MANAGE OR VALIDATE A SUBSCRIPTION

1. On the Manage Subscription page, make any changes desired to the subscription.
  - a. Refer to the Criminal Justice Rap Back Participation Guide<sup>4</sup> for more information on the options available in this section.
  - b. If you only wish to validate the subscription, do not make any changes.
2. Click Save and Validate.

**CJ Rap Back Subscription**

Originating Case Number \*

A4G321

Attention Indicator (ATN)

Rap Back Category (RBC) \*

Criminal Justice Supervision (CS)

Rap Back Trigger (RBT) \*

☒ (1) Criminal Retain Submission

☐ (2) Dispositions

☐ (4) Expungement/Partial Expungement

☒ (5) Want Addition

☒ (6) Want Deletion

☒ (7) Want Modification

☒ (8) Sexual Offender Registry Addition

☒ (9) Sexual Offender Registry Deletion

☒ (10) Sexual Offender Registry Modification

☒ (12) Death Notices

Rap Back Disclosure Indicator (RBDI) \*

Yes

Rap Back Attention Indicator (RBATN)

Rap Back Unit Testing

Save And Validate

UnSubscribe

Cancel

3. You will be taken back to the Criminal Record Detail page, and the Expiration Date on the Subscription Information will be updated.

Subscription Information							
SID	NAME	BIRTH DATE	MOST RECENT UPDATE	SEX	ORIGINATING CASE NUMBER	EXPIRATION DATE	
			01/09/2018	M	A4G321	01/09/2019	Manage Subscription

<sup>4</sup> If you do not have this document, please contact the [Rap Back Unit](#) to have a copy sent to you.



## CONTACT INFORMATION

If your agency has any further questions regarding the FBI Criminal Justice Rap Back Program, please contact the Rap Back Unit.

DPS Rap Back Unit

512-424-2746

[RapBackUnit@dps.texas.gov](mailto:RapBackUnit@dps.texas.gov)