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## Submitting a User Request Form

User Request Forms (URF) are used when authorized agencies, who have an NCIC assigned ORI, need to add, modify, or disable users with TLETS access.

### Before you start

- User Request Forms (URF) should be submitted by a verifiable Agency Head or a Terminal Agency Coordinator (TAC). TLETS will accept URFs submitted by other agency personnel on behalf of the Agency Head or TAC **only when the Agency Head or TAC are copied on the email.** URFs submitted on behalf of the Agency Head or TAC should include their name as the requestor.
- TLETS will only accept a completed URF from secure law enforcement or criminal justice agency e-mail address. Commercial e-mail addresses (Yahoo, Hotmail, Gmail, etc.) will not be accepted.
- The URF is designed to tab between columns. Do NOT use the Enter key when trying to change fields. Using the Enter key will cause format issues.
- A completed URF should be submitted as an attached Word document (.doc or .docx). URFs will only be accepted when they are submitted by email to [tlets.urf@dps.texas.gov](mailto:tlets.urf@dps.texas.gov). The URF is password protected. If you need assistance with the password, send an email to the address above. It is imperative that every attempt be made to use the password protected Word document.

*URFs are usually processed within 15 business days. For urgent requests, add “**RUSH**” or “**URGENT**” in the subject line of the email. Please include the reason why the request is to be expedited in the body of the email.*

- Errors on the form may cause delays or rejection. Leaving any blank spaces for any required field will cause the form to be returned with no action taken. All user information should be double-checked prior to submission.
- If you have any questions regarding training or access levels, please contact TLETS/TCIC Training prior to submitting the request. Phone: 512-424-2832 (M-F 8am-5pm) or email: [tcic.training@dps.texas.gov](mailto:tcic.training@dps.texas.gov). There is a chart describing access levels in the TCIC/TLETS TAC Manual. All training manuals and documents are available through nexTEST on the Launch Pad under CJIS Training Documents.
- If you have any questions regarding the URF, please contact TLETS. Phone: 512-424-7385 (M-F 8am-5pm) or email: [tlets.urf@dps.texas.gov](mailto:tlets.urf@dps.texas.gov)



The next pages describe the information needed in the 2026 User Request Form. This list is in the order the fields or columns appear in the 2026 TLETS User Request Form.

## Requestor Information

**Page #:** This defaults to “1”. Modify when appropriate to indicate the order of pages when multiple pages are being submitted.

**Requestor Name and Title:** URFs should be submitted by a verifiable Agency Head or a TAC. When URFs are submitted on behalf of the Agency Head or TAC, their name and title should be listed as the requestor.

**Requestor TLETS ID:** The TLETS username should be included for the requestor when it’s known. If a request is being submitted on behalf of an Agency Head or TAC, and the user ID is unknown, leave this field blank and TLETS will confirm the correct User ID.

**Agency Name:** Include a complete agency name (e.g. Harris County Constable Pct 18) for the Agency Head or TAC submitting this form. Agency names will be used when verifying each URF has been submitted by an authorized Agency Head or TAC.

**Date of Request:** Complete this field with the current date.

**Telephone Number and Email:** The best contact number and email should be included here for the Agency Head or TAC submitting the request. TLETS will use this information to confirm information as needed.

## User Information

*The way agencies submit profiles or agency ORI is a big change from previous years. Now, URFs will be submitted with information for the user’s employment agency. Access to CAD/RMS/MDT or other interfaces (including PSRS) should be noted in the Additional Notes section at the bottom of the URF form or described in the body of the email request. TLETS assume responsibility to build profiles based on interfaces that have been approved by CJIS.*

**Add, Modify, Disable:** Select the action your requesting be taken on the user.

- Add - New users to your agency (newly hired or moved from another agency).
- Modify - Existing users listed with your agency.
- Disable – Disable users access to TLETS within your agency.
  
- Primary– Indicates a user works primarily or solely at the submitting agency.
- Secondary– Indicates a user who works for another agency and submitting agency is additional employment.

**User ID#:** Previous or existing TLETS IDs should be included, if known.

**First Name, Last Name, SSN, and DOB:** Required identifiers for each user profile. TLETS will verify the information in these fields against available information to ensure accuracy.

**PID:** TCOLE assigned PID should be included for each user requiring TCOLE credit.

**Agency ORI:** The ORI for the agency that employs the user should be indicated here.



**User's Title:** A title description for each user. Some examples include Officer, Dispatcher, Court Clerk, Investigator, Sheriff, Police Chief, Dispatch Supervisor, etc.

**CJIS Training:** Select whether this user has completed the required CJIS Awareness Training.

CJIS Security Policy requires awareness training to be completed prior to accessing any criminal justice information (CJI). User Request Forms will not be processed until the submitting Agency Head or TAC attests to their user completing this training. If you have any questions about the DPS provided CJIS Awareness Training or this policy, please contact your agency's CJIS Technical Auditor.

*Exceptions will only be made for unsponsored cadets actively enrolled in BPOC. URF for BPOC classes will only be permitted with a specific classroom training date. BPOC users will be removed from TLETS no more than 7 days following their classroom training date. Agencies submitting a URF for BPOC graduates, will submit URFs for their employees indicating that they are new and at this time, CJIS awareness training will be required.*

**Main Roles:** Select the least privileged role required for this user to do their job. There is an option to include CCH access with TLETS\_MOBILE and TLETS\_LTFA users. CCH access is required for TLETS\_FA users.

Refer to the TCIC/TLETS TAC Manual for descriptions of TLETS\_MOBILE, TLETS\_LTFA, and TLETS\_FA. All training manuals and documents are available through nexTEST on the Launch Pad.

CCQ is available for agencies who are authorized by the Texas Commission on Jail Standards. If the URF is being submitted for an agency that runs for an approved jail but is not that jail, a note indicating this *must* be included in the Additional Notes section at the bottom of the page.

**Additional Notes:** Add any required notes here including what, if any, interface access is needed for each user. Include notes that describe which user requires access and to which interface. This information can be further explained in the body of the email.

**It is vital the URF be filled out completely and correctly. If any information is not included or accurate, the URF will be returned with no action.**