

Frequently Asked Questions

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

Yes, the agency can have multiple admin accounts and LASO accounts.

2. If I took *CJIS Online* training at another agency, do I need to redo the training at my new agency?

Maybe, if the training has expired or assignment changed. The Admin may contact us to transfer current records for the agency.

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 *CJIS Online*, the PDF (level 1-3 only) on our webpage or create their own training meeting CJIS 5.2 requirements. It is upon the agency to validate other training may meet requirements.

4. My certificate did not print?

In Profile, open Certification Details. A training list appears after the > symbol. Click on the blue color link to open the appropriate certificate. Click on the printer icon to print or disk icon to save to your computer.

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 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, can they use something different to sign in?

The *CJIS Online* software requires an email address for renewal notices to function. Personnel can use a personal email address. In lieu of email addresses, usernames can be created by the agency admin, but the individual 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 in *CJIS Online*?

Yes, only level one training in *CJIS Online*.

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.