LEEP Agency Administrator How-To Guide

Thank you for becoming an Agency Administrator!

We appreciate your willingness to take on this important job. We rely on you to ensure that only people who possess the need, as well as the authorization, to use the Law Enforcement Enterprise Portal (LEEP) are accessing the system, and that anyone who should no longer have access, or who has left your agency, has their account suspended. This is vital to the security of information contained within the LEEP.

Any Texas state or local agency accessing LEEP must have an Agency Administrator, so if you are planning on retiring or moving to another agency, please let us know. Similarly, if you find you would like assistance in fulfilling the Agency Administrator duties, contact us so that we can set up multiple Administrators at your agency (with the permission of your agency head).

There are a few requirements for accessing LEEP. All people accessing LEEP are required to have a state and a national fingerprint-based background check. Both commissioned and non-commissioned personnel may access the system; however, they must have job duties that require them to do so. As an Agency Administrator, it is your responsibility to grant or suspend access as required.

Other duties of an administrator are creating accounts for your users, resetting passwords, resetting security questions if needed, and suspending accounts. You will also be a point of contact for your agency during audits or trainings.

This guide will contain instructions on how to accomplish any account management task that may be required. A table of contents has been included so that you may easily find the section relevant to your needs, and a FAQ/Troubleshooting guide has been included for common problems. While it is not required, a form has been included that contains all fields needed for account creation that you may send to members of your agency who would like LEEP access. Instructions for printing the form have been included.

If there are any account issues that this document or the FAQ/Troubleshooting guide has not helped with, or if at any time you're unsure of what to do, feel free to contact us and we will walk you through the process. Our email address is **leep@dps.texas.gov**.

Thank you for your assistance!

TDEx

Contents

Navigating to the ISIM Console

1) Log into LEEP.
   a. Navigate to https://www.cjis.gov

   b. Enter your username and click Sign In.

<div align="center">

Enter your username:

[   ]

Sign In

Forgot Password

</div>

   c. Your username will appear at the top of the page. Verify that your anti-phishing image and phrase are the ones you chose during account enrollment. If they are, enter your password and click Sign In.

<div align="center">

"Beach"

If so, please enter your password:

[   ]

Rules of Behavior Last Acknowledged:

2015-11-17 14:04:43

Sign In   Cancel

</div>

   d. You will receive an alert that Two-Factor Authentication is required to continue. If you have a mobile number set up in your LEEP account, you will be able to send the passcode to your mobile device. Choose either the Email or the SMS Text Message option (if available) and click Next.

<div align="center">

Please select how you would like to receive your One-Time Passcode:

◉ One-Time Passcode (via email)

○ One-Time Passcode (via SMS)

Next

</div>

   e. Enter the passcode you received into the One Time Passcode box and click Next. This passcode will change every time you log in.

One-Time Passcode:

[••••••]

[Next]

2) Open the ISIM Console.
    a.   Under the LEEP logo in the main toolbar, roll your mouse over Tools. A menu will appear.

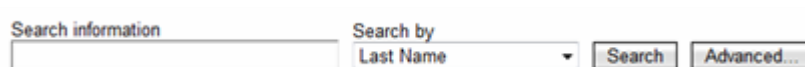
    b.   Click on ISIM Console. It will open in a new tab.

Finding Users

1) Click Manage Users in the sidebar. Even if the person says they do not have an account, always search the system. Some people have an account and are not aware of it.

```
Home
Manage Users
▷ View Requests
▷ Manage Activities
Specify Forgotten Password Information
Log Out
```

Finding Users by Name

1) On the Manage Users page, search for the person's name in the search bar. Last name is the most reliable name search, but other search types are sometimes necessary.

```
Search information          Search by
[                    ]      [Last Name      ▼]  [ Search ]  [ Advanced... ]
```

2) A list of users with that last name will appear in your search results.

   a. If the person **does not** have an account, you can create an account for them.

   b. If a person does have an account but it is listed as inactive, follow the instructions under Restoring an Account.

Finding Users by Agency

1) On the Manage Users page, click Advanced to the right of Search.

```
[ ▼ ]  [ Search ]  [ Advanced... ]
```

2) Change the User Type.
   a. Next to the User Type field, click Change.

   b. On the page that appears, select either TDEx Person or All Types, and then click OK.
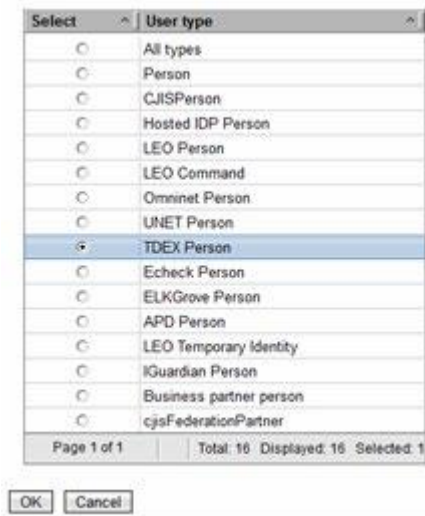
      c.   The User Type will now appear as your selection.

3) Change the Business Unit.

      a.   Next to the Business Unit field, click Search.

      b.   Type the first part of the agency name into the search bar. For example, if you are looking for Travis County Sheriff's Office, only search for Travis. This is because an agency may be in the system as Police Department, Police Dept., PD, etc.

      c.   Select the agency and then click OK.

4) Once you have returned to the main Advanced Search page, click Search under the Status options. A list of all the users in the agency will be returned.

Modifying an Existing Account

1) Search for the account using the instructions in Finding Users by Name or Finding Users by Agency in this document.

2) Click on the user's name in the search results.

3) Modify any outdated or incorrect information.
   a. Fields that are yellow and marked with an asterisk (*) are required. If any of these fields are blank, fill them in with the appropriate information.
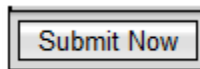

   b. Fields that are white are not required. If you choose to fill them out, follow the appropriate format for that field. Incorrect formatting will cause issues when the user attempts to log in. ** The uid will be auto-generated by the system. LEAVE THIS BLANK

4) Click the Submit Now button.

Creating an Account

1) Verify that the person does not already have an account. Search for them using the instructions in Finding Users by Name or Finding Users by Agency in this document.

   a. If the person has transferred from another agency, email TDEx at **leep@dps.texas.gov** to verify that the person does not have an account. As State Administrators, TDEx personnel can verify that the person does not have a LEEP account anywhere in Texas. If they do have an account, we will transfer it to your agency.

   b. If the person has an account, **DO NOT** create an account for them.

      i. If the account is inactive, follow the instructions under Restoring an Account.

      ii. If the information in the account is incorrect, follow the instructions under Modifying an Existing Account.

      iii. If the account is active and everything in the account is correct, but the person does not know their password, follow the instructions under Resetting Passwords.

2) If the person **does not** have an account, click the Create button on the Manage Users screen. Only do this if the person does not have an account. If they do have an account, see 1b.

3) Verify that your agency name is filled in under Business Unit and that TDEX Person is selected under User Type. Click OK.

4) Fill in all yellow fields marked with asterisks (*) with the appropriate information.

   a. White fields do not need to be filled in, however if you choose to enter information into those areas, follow the appropriate formats. Otherwise, the user may have issues logging in. ** The uid will be auto-generated by the system. LEAVE THIS BLANK

Date of birth (YYYY-MM-DD)

1986-04-22

b. For the Social Security Number field, enter the last four of the user's social in the format 000-00-0000.

*Social Security Number

000-00-1234

c. For the Telephone Number field, use hyphens (-) between the area code, first three, and last four numbers (555-555-5555).

*Telephone number

512-424-2629

5) Check off the appropriate indicators in the user's account.

a. Click Service Indicators in the Create User sidebar.

*TDEX Person

Service Indicators

Agency Information

Out of Band

LEO Attributes

b. If the user requires access to N-DEx, select the NDEx Privilege Indicator. This must be checked or the user will not be able to access N-DEx.

i. If the user **only** requires access to NICS and **not** N-DEx, **do not** select the NDEx Privilege Indicator. Instructions for NICS access is covered under the section NICS E-Check Access.

ii. If the user requires access for any LEEP service other than N-DEx, **do not** select the NDEx Privilege Indicator.

c. Mark any other applicable boxes. For example, if the user is a sworn Law Enforcement Officer, select the Sworn Law Enforcement Indicator box.

6) Once you have finished entering all of the user's information and indicators, click Continue.

7) Create a password for the account by either generating or typing a password. **Copy this password!** You must manually email it to the user later.

    a. If you wish to type a password, click View password strength rules to see the requirements.

    b. When manually creating a password, you will receive confirmation but will not see the new password on the confirmation page.

8) Under Schedule, select Immediate. Click Submit. The user account has been created.

9) On the Manage Users tab, search for the person. If you still are on the search results page for their name, click Refresh. The new account should appear. Click on their name to enter the Change User tab.

10) Copy the username from the account. It may have a numeral on the end if the username was already taken.

User ID(uid)
John.Smith

11) Send the person their username and password, as LEEP does not automatically generate account emails. When they enter this information, the system will start them on the enrollment process.
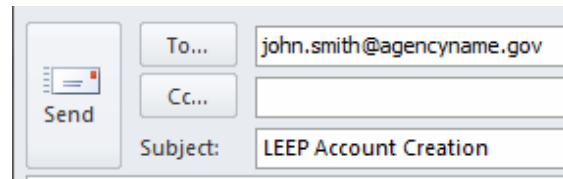
Resetting Passwords

1) Search for the account using the instructions in Finding Users by Name or Finding Users by Agency in this document.

2) In the Name column, to the right of the user's name, click the triangle. Select Change Passwords.
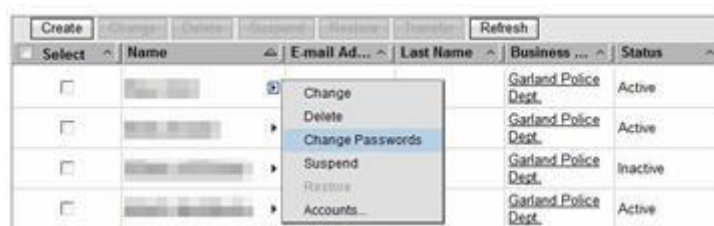
3) Make sure that the user has two accounts, ITIM and TAM. Click Submit.
   a. If the user is missing either ITIM or TAM, follow the instructions under Restoring an Account in this document.

4) On the password page, generate or type a password for the user and click Submit.
   a. If you wish to type a password, click View Password Strength Rules to see the requirements. You will need to remember the typed password as ISIM will not show it.

5) You will see a confirmation page.
   a. The username next to ITIM and TAM is what the person will need to use to log in.
   b. If you generated a password, that password is listed below the usernames.
   c. If you typed a password, you will receive confirmation but the password will not be listed.

- _____ on TAM
- _____ on ITIM Service

The new password is **KJS2G%8x**

6) Copy the username and password into an email to send to the user, as ISIM does not automatically generate account emails.

Send | **To...** | ☐ john.smith@agencyname.gov;
**Cc...** |
Subject: | LEEP Password Reset

7) When the user logs into LEEP with their username and the temporary password, the system will prompt them to change their password. When it asks for the current password, have them provide the temporary password again. The password can be copy-pasted.

Removing Security Questions/Unenrolling an Account

If a user cannot remember their security questions, you may unenroll their account. This will allow them to select a new anti-phishing image, phrase, and security questions.

Verify the user is using the correct username before unenrolling their account, as an incorrect username will cause the system to ask random security questions that the user will never be able to answer correctly.

1) Search for the account using the instructions in Finding Users by Name or Finding Users by Agency in this document.

2) Choose one of the following to open the Change Users tab.
   a. Click on the user's name
   b. Click the triangle next to the user's name and then Change in the drop-down menu
   c. Check the box next to their name and click the Change button.
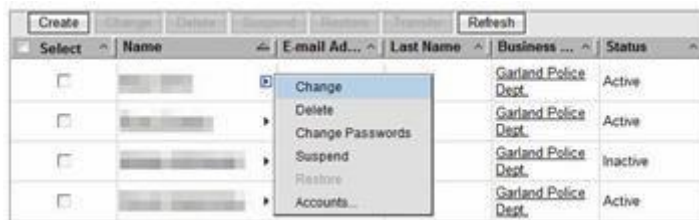
3) Click the Additional Operations selection bar at the top of the screen and then click Unenroll RSA Account.

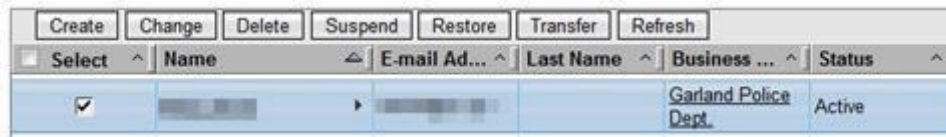4) You will receive confirmation that the user's account has been unenrolled. Let the user know you have done this, as N-DEx will not generate any emails regarding account changes

5) If the user is still asked security questions, verify that they are using the correct username. If the username is correct, send the username to leep@dps.texas.gov along with a description of the issue you are having with the account.

Suspending an Account

Suspension of an account is **required** if a user leaves or retires from your agency. Misuse of the system, moving to a position where job duties do not require access, multiple active accounts for a single user, and/or certain crimes as listed in the CJIS Security Policy are also situations that would require suspension.

1) Search for the account using the instructions in Finding Users by Name or Finding Users by Agency in this document.

2) Next to the name of the person whose account you would like to suspend, click the check box under Select. If you wish to suspend multiple users, click the check box next to each.

3) At the top of the list, click Suspend.

4) On the page that appears, under Schedule, select Immediate. Then click Suspend.
   a. If someone in your agency is retiring, you may schedule a date for the account to become inactive.

5) To verify that the accounts were deactivated, click Refresh at the top of the list. This will refresh the list and show the change to the account.

Restoring an Account

Occasionally, an account will be missing either ITIM or TAM and the user will be unable to log in. This can be fixed by restoring an account. You will be able to see this when resetting a password, and you must fix the account before completing the reset.

Service Name	△	User ID	^
TAM			
Page 1 of 1		Total: 1 Displayed: 1	

Accounts will also become inactive due to a long period of not logging in, or if the account was suspended.

1) Search for the account using the instructions in Finding Users by Name or Finding Users by Agency in this document.

2) Check the box next to the user's name.

Create	Change	Delete	Suspend	Restore	Transfer	Refresh		

Select	^	Name	△	E-mail Ad... ^	Last Name ^	Business ... ^	Status	^
☑			▶			Garland Police Dept.	Active	

3) Click Restore.

4) On the page that appears, under Schedule, select Immediate. Then click Submit.

5) Click Refresh to verify the Status change. The account will be restored to Active status, and any missing accounts will appear during a password reset.

NICS E-Check Access

NICS E-Check is the National Instant Criminal Background Check System Electronic Check. It is used for conducting firearm background checks for authorized purposes.

1) Ensure that the person requesting access to NICS has job duties that require them to have access to this service.

2) Find out whether or not the person has a LEEP account by following the instructions under Finding Users.

   a. If the person already has a LEEP account, go to Step 3.

   b. If the person does not have a LEEP account, create one for them by following the instructions under Creating an Account. If the person does not have job duties that require access to N-DEx, **do not** check off the NDEx Privilege Indicator. Once this is complete, go to Step 3.

3) Email the person's name, username, ORI, agency name, and job duties to leep@dps.texas.gov. TDEx will forward the request to the FBI, who will then grant NICS access for the account.

LEEP Access Request Form Instructions

The form on the last page of this document is not required, but it may assist you in gathering the information necessary to create a LEEP account.

This form contains all fields required for creating a LEEP account, the potential indicators needed for the Service Indicator checkboxes, and the CJIS requirements for using LEEP (a state and national fingerprint-based background check as well as a legitimate criminal justice related reason for accessing the system.)

To print a copy of this form, follow the instructions below.

1) Click File, then Print.
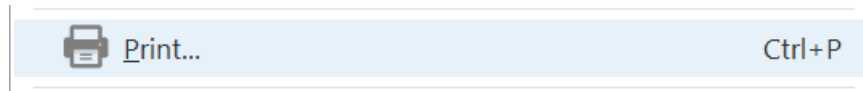
2) Under Pages to Print, select Pages. Delete "1 – " so that only the last number remains. Don't worry if your last number is different from the image below, just leave the last number so that only the last page is printed.
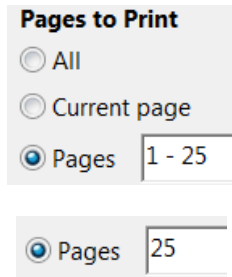
3) Click Print.

FAQ/Troubleshooting

What are the requirements to use LEEP?

To use the Law Enforcement Enterprise Portal and any of the services within the portal, a few requirements must be met.

From the CJIS Security Policy:
- The agency must be a law enforcement or criminal justice agency
- The user must have had a state and national fingerprint-based background check
- The user must not have any criminal history that would bar them from using LEEP as per the CJIS Security Policy
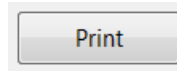- The user must have job duties that require them access

From the Texas Department of Public Safety:
- The agency must have at least one Agency Administrator

How do I get into the ISIM Console?

Follow the instructions under Navigating to the ISIM Console

How do I find users in my agency?

To search for an individual user, follow the instructions under Finding Users by Name. To search for all users in your agency, follow the instructions under Finding Users by Agency.

How do I change information in an account?

Follow the instructions under Modifying an Existing Account.

How do I reset a password?

Follow the instructions under Resetting Passwords.

How do I remove security questions from an account?

Follow the instructions under Removing Security Questions/Unenrolling an Account.

How do I create an account?

If an account has already been created, **do not** create a new account. Follow the instructions for Modifying an Existing Account, Resetting Passwords, or Removing Security Questions.

Otherwise, follow the instructions under Creating an Account.

Someone needs access to NICS. What do I do?

Follow the instructions under NICS E-Check Access.

How do I reactivate an inactive account?

Verify that the person is still allowed to use LEEP according to their criminal history and job duties. If everything checks out, follow the instructions under Restoring an Account.

When do I suspend an account and how do I do it?

You must suspend an account when:
- A user leaves or retires from your agency
- A user misuses the system
- A user moves to a position where their job duties do not require the use of LEEP
- A single user has multiple active accounts
- A user commits certain crimes that bar access, as listed in the CJIS Security Policy
    - A felony conviction bars access completely
    - If the person has any other kind of record, access to the system must be reviewed by the Texas DPS
    - If the person has an arrest without conviction, access to the system will be reviewed by the Texas DPS

To suspend an account, follow the instructions under Suspending an Account.

A user is getting the error message "Account is inactive or locked out. Please contact the administrator." How do I fix this?

This message means that the account is either Inactive, the account password has expired, or the user has entered an incorrect password/one-time passcode too many times.

Find the user using the instructions under Finding Users, then follow the instructions under Resetting Passwords if the account is Active or Restoring an Account if the account is Inactive.

A user cannot get past their security questions and/or says that the questions are not the ones that they set up. What is going on?

The user is probably using the wrong username. This is an extremely common problem, especially with agencies that use firstname.lastname@agencyname.gov email addresses.

Verify that the person is using the username listed in their account. To find out what this username is, search for the user using the instructions under Finding Users. Then click on the person's name. Their username will be in a field labelled User ID (UID).

If the username is correct, follow the instructions under Removing Security Questions/Unenrolling an Account.

A user is trying to log in, but every time they try the system tells them "Successful Logout". What is happening?

This happens most often when an account is logged out due to inactivity. When the user tries to log in using the same window, this error will appear.

The easiest way to fix this is by completely closing the browser window (by clicking the red X in the corner) and opening a new page. If this does not fix the issue, log in using a different browser (for example, Firefox rather than Internet Explorer). Chrome is incompatible with N-DEx.

A user has logged into LEEP, but N-DEx is greyed out and reads *Access Details.* How do I fix this?

This is usually caused by one of two issues: An incorrect username or a missing Service Indicator.

First, verify that the person is using the username listed in their account. To find out what this username is, search for the user using the instructions under Finding Users. Then click on the person's name. Their username will be in a field labelled User ID (UID).

If the person is using the correct username, go to their Service Indicators by searching for the user, clicking the user's name, and then Service Indicators in the Change User sidebar. N-DEx must be checked off for the person to access N-DEx.

If the username is correct and the service indicator is checked, have the user log out and log back in. Contact us at leep@dps.texas.gov if the issue persists.

A user's account only has ITIM or only has TAM. What do I do?

If a user only has a TAM account or only an ITIM account, they will experience issues logging in. Follow the instructions under Restoring an Account before changing their password. Instructions for changing a password can be found under Resetting Passwords.

I've tried everything, but the user is still unable to log in/is still having other issues. Any ideas?

- The vast majority of problems can be solved by ensuring the user is using the correct username. To find out what this username is, search for the user using the instructions under Finding Users. Then click on the person's name. Their username will be in a field labelled User ID (UID).

  - Some users might say that they are using firstname.lastname when in actuality they are using firstname.lastname@agencyname.gov. Verify that they are not using their email address instead of their username.

- Make sure that the person does not have multiple active accounts. If you see more than one active account for a person when finding a user, suspend all accounts except one. Keep the account that they are using to log in active. To suspend an account, follow the instructions under Suspending an Account.

- Make sure that all information in their account is included and in the correct format. The phone number must be in the format 555-555-5555, the social security must be in the format 000-00-0000, and the date of birth (not required) must be in the format YYYY-MM-DD. You can find this information by following the instructions under Modifying an Existing Account.

- On occasion, there is a problem called Case-Identity Mismatch. This occurs when the capitalization of the ITIM account does not match the capitalization of the TAM account. This can be checked by starting a Password Reset. Note that you **do not** have to submit the password reset; you only need to open the page so that it shows the ITIM and TAM accounts. Make sure that they match exactly. If they do not, contact TDEx at leep@dps.texas.gov.

- Have the user clear their browser cache. Instructions can be found by Googling "[browser name] clear cache".

- Have the user try an alternate browser. For example, if they are using Internet Explorer, try having them log in using Firefox. Chrome is incompatible with N-DEx.

If none of the above solves the issue, contact TDEx at leep@dps.texas.gov. Include the person's username as it appears in their account, as well as the problem. Screenshots of the error screen are helpful, as well as anything you have tried to solve the problem.

LEEP ACCESS REQUEST FORM

SERVICES REQUESTED
(Check all that apply)

☐ N-DEx (National Data Exchange)

☐ NICS E-Check (National Instant Criminal Background System Electronic Check)

JUSTIFICATION OF ACCESS
(Enter all law enforcement/criminal justice job duties that require you to have access to the systems selected above)

N-DEx:

NICS E-Check:

APPLICANT INFORMATION

First Name:		Last Name:		Phone:	
Work Email:		Last four of SSN:		Employer ORI:	

APPLICANT SECURITY VERIFICATION
(Check all that apply)

☐ I have had both a state and national fingerprint-based background check

☐ I am a sworn Law Enforcement Officer

☐ I am an Intelligence Analyst

SIGNATURES

By signing this document, I am verifying that all information provided is true and accurate. I am also aware that all actions taken in this system are subject to audit, and I will follow all applicable rules and procedures.

Signature of requestor:		Date:	
Signature of supervisor:		Date:	