## INSTRUCTIONS:

## USER REQUEST FORM

The User Request form is password protected. Please send an email from your CJ or LE agency to TLETS.URF@dps.texas.gov if you need the password. Please double-check the information on the form before submitting it. Errors on the form may cause delays, rejection, or a request to be processed with inaccuracies.

Please send the completed User Request Form to TLETS.URF@dps.texas.gov Requests are to be submitted as an attached Word document only (.doc or .docx). It is imperative that every attempt be made to use the passwordprotected word documents, this ensures the security of the user's private information.

URFs can only be submitted by the Head of Agency/TAC or CC'd in the submission email. If any questions about TAC/ TAC form please contact TLETS at 512-424-2256 or email: TLETS@dps.texas.gov.

Regarding any training or certification questions, please feel free to contact TCIC Training **PRIOR** to submitting the request. Call at 512-424-2832 during normal business hours (Monday through Friday 8am-5pm) or email: tcic.training@dps.texas.gov

The TLETS User Request Form is designed to tab between columns. Do NOT use the Enter key. Using the Enter key will cause the field you are working on to have format issues. If youhit Enter, just hit the backspace and it should fix the issue.

**If you are a Terminal Agency Coordinator (TAC) with OpenFox Configurator access, you may disable users and note it in their info tab. You do not need to notify TCIC Training or TLETS Operations. If a user is disabled they may appear in your agency roster for some time until the useris moved to another agency.**

*URFs are typically processed within 10 business days but could take up to 30 business days. For urgent requests, add RUSH or URGENT in the subject line of the email. Please explain the reason for why the request needs expedited in the body of the email.

It is vital the TLETS User Request Form is filled out correctly and completely. Any key information such as PID, SSN, Name, or DOB that is not accurate can potentially cause problems to the User Account. Leaving blank spaces in Required Fields may cause the form tobe returned with no action taken.

1.  List the **Page Number** (if multiple pages).

2.  List the Requestors (TAC/Head of Agency) First and Last Name, Title and TLETS ID.

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3.  Indicate the **Agency Name (**Do not abbreviate the city or county, but it is OK to abbreviate PD, SO, JP, Pct etc.)

4.  Indicate the **Date of the Request**.

5.  List the Requestors/Terminal Agency Coordinator's Telephone Number, and E-mail address

Record the type of request needed (You may need more than one line per user):

- **Add** - new users to your agency (either brand new or moved from another agency)

- **Modify** - existing users listed with your Agency

- **Disable** –If a user is longer with your agency or needs to be disabled due to Internal Affairs investigation.

- **Profile 1**-  User's agency that they are employed with

- **Profile 2**- User's terminal access ORI

- **If a user has more than 2 profiles, they may have another job at another agency orneed access to multiple terminals at like a Communication Center. This requires communication with you and the user to see if they have another job.**

- **If you do not know what agency your users are under and have access to look in Configurator under a current user you have and copy from theirs. Here is an example:**

**This user has 3 profiles, meaning the Profile 1 is the agency that he is employed with under Agency ORI TX0271100, but under Profile 2 and 3 will be with a different Agency ORI or terminal access or another job. Please keep in mind NOT ALL agencies will have more than 1 profile.**

Users ID: If not known, leave BLANK.

First Name: Self Explanatory (Correction to Configurator if needed)

Last Name: Self Explanatory (Correction to Configurator if needed)

SSN: Provide full SSN.

DOB: Provide Date of Birth

**PID:** This is the TCOLE **P**ersonal **Id**entification number (if available)

**Agency ORI:** Agencies ORI number

**Shared Inbox/Desktop Admin:** This is to see all the terminals transactions (message log) in the past 14 days, mainly for dispatchers and supervisors

**Main Roles:** Review below for guidance:

- **TCIC/TLETS Peace Officer:** This online course is offered for personnel who receive or contribute to TCIC/NCIC records but do not operate a terminal. Examples would be: swornpeace officers, who do not touch or operate a terminal, federal agents and border patrol agents.

- **TCIC/TLETS Criminal Justice Practitioners:** This online course is offered for those userswho handle, receive or receive benefit from the TCIC/NCIC system but do not operate a terminal. Examples would be: court clerks, jailers, judges, district/county attorneys or adult probation officers.

- **TCIC/TLETS Mobile**: This course is for operators who perform TCIC/NCIC functions at anylevel lower than full access. Generally, this pertains to inquiry only, including mobile digital terminal (MDT) or laptop computer operators. It also covers information about driver licenseand vehicle registration.

- **TCIC/TLETS Less Than Full Access**: This course is for operators who perform TCIC/NCIC functions at any level lower than full access. Generally, this pertains to inquiry only. It also covers navigation of the databases that are connected to the TLETS

system such as administrative messages, driver license, vehicle registration, and instructions regarding properprocedures for broadcasting in the state and nationwide.

- **TCIC/TLETS Full Access:** This course is for operators who perform all TCIC/NCIC functions, including inquiry, entry, modification, clearing, canceling, and III functions. It also covers navigation of the databases that are connected to the TLETS system such as administrative messages, driver license, vehicle registration, and instructions regarding proper procedures forbroadcasting in the state and nationwide.

  **Add Ons:**
  **CCH –** Computerized Criminal History Access
  **CCQ** – (Continuity of Care) – Issued to authorized jail personnel ONLY.

  <u>**Name changes**</u>: A Terminal Agency Coordinator with OpenFox Configurator access may modify thename of a user in their agency (marriage, name change etc.). There is no need to inform TCIC Training. If your agency does not have a TAC with OpenFox Configurator you may submit a user request form to have their name modified.

  **Shared Inbox:** This is to see all the terminals transactions (message log) in the past 14 days, mainly for dispatchers and supervisors

  <u>**File name:**</u> Name the user request form in the "DATE OF REQUEST AGENCY NAME" format. For example, a user request submitted from River City Police Department on November 1, 2022 would be "11012022 RIVER CITY PD".

  **Additional notes should be documented in the comment box on the user request form itself,or in the e-mail request if unable to use comment box.**