

Texas Department of Public Safety
CRIME RECORDS SERVICE



Secure Site User Manual
Computerized Criminal History (CCH)

Prepared by MicroAssist, Inc.

2005

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Introduction

This manual has been created and provided to you by the Texas Department of Public Safety, Crime Records Service. The following pages outline the procedures used to navigate and utilize the features available within the Crime Records Service Secure Website.

The Secure Website allows you to:

- Verify your account information
- Change your login password
- Conduct individual searches online
- View an offender's detailed record
- Conduct multiple searches by submitting batch queries
- Check the status of batch queries
- View the results of batch queries

The following chapters document the procedures for completing these tasks.

Who is allowed to access the Secure Website?

Only authorized users who have submitted a signed User Acknowledgement to DPS may utilize the CRS Secure Website to obtain criminal history record information. Each person who logs into the Secure Website must have his or her own User ID and Password for auditing purposes. You are responsible for any searches performed using your account, so you should never give your account information out to anyone.

To be Eligible for an account on the CRS Secure Website, your organization must fit into one of the following two categories:

Legislatively Authorized Private Entities

- Private Schools
- Private Colleges
- Residential Dwellings – including Housing Authorities for employment
- Volunteer Centers
- Safe Houses
- In-Home Residential Service and Delivery Companies
- Volunteer Children's Activity Providers
- Private Health Providers – Nursing Homes/Home Health

Legislatively Authorized Government Entities and Criminal Justice Agencies

- Cities – employment and licensing
- Counties – employment and licensing
- School Districts – public schools, region service centers, charter schools, and open enrollment charter schools.

- Higher Education – state or public colleges and universities including community colleges
- Hospitals and Hospital Districts – public/non-profit
- Housing Authorities – tenants only
- Public Transportation
- Fire Departments
- Regional Tollway Authorities
- State Agencies
- Court & District Clerks
- Juvenile Probation

Chapter 411, Subchapter F, Texas Government Code controls the dissemination of criminal history record information (CHRI) by DPS. That statute follows the national model established in federal regulations for the nationwide criminal history file managed by the FBI. The Computerized Criminal History (CCH) data in the Texas state repository at DPS may only be disseminated by DPS:

- (1) To criminal justice agencies for criminal justice purposes, including law enforcement agencies during investigations
- (2) To entities identified in Chapter 411 of the Government Code (and a few other statutes) for background searches for specific non-criminal justice purposes, such as:
 - a. Certain governmental licenses (medical, law, educator, etc.)
 - b. Certain jobs serving vulnerable populations, especially children, the elderly and the disabled (day care centers, nursing homes, hospitals, mental health workers, etc.)
 - c. Certain security sensitive jobs, such as nuclear power plants, financial institutions, etc.
 - d. Brady firearm sales
- (3) To the person himself or herself
- (4) For certain research purposes

DPS uses the Secure Website to disseminate CHRI to those non-criminal justice entities that are identified in Ch. 411 of the Government Code as being authorized to receive it. To view Ch. 411 of the Government Code as it pertains to entities with access to CHRI, go to: <http://www.capitol.state.tx.us/statutes/index.htm>.

Accessing the Texas Department of Public Safety CRS Secure Website

To log in to the CRS Secure Site, you will need a User ID and Password provided by DPS. If you have already been given a User ID and Password, begin with step 1 below.

If you do not already have a User ID and Password, AND nobody in your organization has, or has had, access to the CRS Secure Website, see the chapter titled “Creating User and Supervisor Accounts for the CRS Secure Website.”

If someone in your organization has access to the CRS Secure Site, see the chapter titled “Creating Additional User and Supervisor Accounts.”

If you have FORGOTTEN YOUR PASSWORD, see “Who to Contact for Help” at the end of this manual.

Logging in with your User ID and Password

- 1) Open your browser. Either Netscape version 6 or higher or Internet Explorer version 6.0 or higher will work. The secure site is not extensively tested with older browsers.

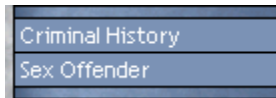
Once your browser is open, you will need to change the address to the secure site. This can be done by changing the address line to <https://secure.txdps.state.tx.us/> and pressing enter.

TIP: If you are having trouble changing the address, try the following:

1. Press **Ctrl + L**. This will move the focus to the address line.
 2. Enter <https://secure.txdps.state.tx.us/>
 3. Press the **Enter** key
- 2) Click on “Sign In” on the navigation bar.
 - 3) Enter your **User ID**.
 - 4) Enter your **Password**.
 - 5) Click **Login**.
 - 6) Once you log in, your Web browser may display a **Security Alert** dialog box. The **Security Alert** dialog box is displayed due to your browser security setting. It is not an indication of errors or problems with your login. Click **Yes** or **Continue**.

If this is your first time logging in, or if your password has expired, you may be prompted to change your password. After changing your password, we recommend you verify that all of your contact information is correct. See the chapter titled “Managing Your User Account” for help with these tasks.

7) Select the “Criminal History” database on the navigation bar:



The following features will be displayed:

CRS Secure Website

Address Bar.

Navigation Bar.

Includes:
Criminal History Database, Message Center, Profile, and Help options.

Other options will appear depending on the application selected.

Computerized Criminal History [Crime Records Service Website] - Microsoft Internet Explorer

Address Bar: http://secure.txdps.state.tx.us/

Navigation Bar:

- New Account
- Tutorials
- Secure Site
- Criminal History
- Search
- Search History
- Batch Upload
- Batch Download
- Account
- Message Center
- Manage Account
- Sign In / Out
- Privacy Policy

IMPORTANT INFORMATION REGARDING SEARCHES

YOU HAVE 59925 CREDITS

Search Now!

Managing Your User Account

These instructions will help you view and manage information related to your own User Account, including:

- Your password
- Your contact information
- Your purchase history
- Your search history

To access this information, begin by logging in with your User ID and Password. See the chapter titled “Accessing the Texas Department of Public Safety CRS Secure Website” for more information.

Changing Your Password

- 1) Click on “Manage Account” on the navigation bar.
- 2) Click on “Change Password.”
- 3) Enter your new password in the “New Password” and “Confirm” fields and click the “Submit” button.

Changing Your Contact Information

- 1) Click on “Manage Account” on the navigation bar.
- 2) Click on “My Profile.”
- 3) Your current name and contact information will be displayed.
- 4) Click the Edit button located at the bottom of the page.
- 5) Information that can be changed will be placed in text boxes. Modify the information and click the Save button.

Viewing Your Search Credit Purchase History

Purchases made with a credit card or an online check will be reflected in the purchase history immediately. Purchases made by mailing in a check will not appear until your check has been received and processed.

- 1) Select the “Criminal History Database” application if necessary. You may have to click on “Home” on the Navigation Bar if you are viewing another section of the web site.
- 2) Click on “Purchase History” in the navigation bar.
- 3) Click “Purchase History” in the middle of the page.

- 4) Invoice information for all payment types will be displayed. If there is more than one page of payments available, click on the page numbers above or below the list to view older payments.

Viewing Your Search History

Your search history will be sent to you every month via the Message Center (see the section titled “Using the Message Center”). To view your monthly search history:

- 1) Click on “Message Center” on the navigation bar.
- 2) Find your monthly search summary message in the list. You can use the filter option to display only search history messages.

Note: Recent searches might not be in the message center yet. See the chapter titled “Search History: Batch Status Screen” to find recent searches that have not yet been archived in the Message Center.

Supervisor Account Tools

Supervisor Accounts have access to additional tools to maintain the Organization Account. These supervisors can modify organization information, deny access to users within the organization, and modify user profile information.

Note: Only users who have signed an Entity Agreement can access the Supervisor Account tools. All organizations must have at least one Supervisor Account.

Modifying Organization Information

This feature allows you to keep your organization's information current.

- 1) Click on "Manage Account" on the navigation bar.
- 2) Click on "My Organization."
- 3) Click on "View" next to the Organization Name to bring up the organization profile.
- 4) Click the Edit button at the bottom of the page.
- 5) Modify the Contact Information.
- 6) Click "Save" to save the changes.

Activating and Deactivating Users

Users with Supervisor Accounts are responsible for ensuring that only authorized employees are accessing the site. The supervisor has the ability to activate and deactivate User Accounts when necessary. For example, if an employee will be out for an extended period of time, the supervisor may deactivate his or her account. When the employee returns, the supervisor can then reactivate the account.

Note: If a DPS administrator has deactivated a user's account, the supervisor will have to call DPS to have that account reactivated.

To change the status of an account:

- 1) Click on "Manage Account" on the navigation bar.
- 2) Click on "My Organization."
- 3) To the right of the individuals name is the current status.
- 4) Click "Change Status" to bring up the status options.
- 5) Select "Activate" or "Deactivate" and click "Update" to save this setting.

Modifying Other Users' Account Information

- 1) Click on "Manage Account" on the navigation bar.
- 2) Click on "My Organization."
- 3) To the right of the individual's name is a "view" option. Click the view option.
- 4) Click the "Edit" button at the bottom of the user profile.
- 5) Modify data as needed.
- 6) Click the "Save" button.

Purchasing Search Credits

What are Search Credits? Who Needs to Purchase Search Credits?

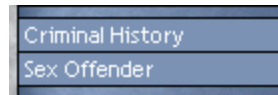
Most organizations and users must purchase search credits before searching the Criminal History Database. Some Government and Criminal Justice Agencies are exempt, and will see a notice when they view the purchase page.

A credit allows you to search the CCH database and view one or more Records that match your search criteria. Please note that a credit will be deducted from your account even if there are no matches. Additional credits may be used to perform additional searches.

Note: Purchased credits belong to the organization, not the individual user.

Purchase Search Credits with a Credit Card

- 1) Select the “Criminal History” database on the navigation bar if necessary.
- 2) Select the option to purchase credits on the navigation bar.
- 3) Select the credit card option.
- 4) Enter the number of credits desired and your credit card information.
- 5) Click the “Submit” button ONCE and wait for the transaction to be processed.
- 6) Print the invoice page for your records. Credits will be available immediately.



Purchase Search Credits With an Online Check

- 1) Select the “Criminal History Database” application if necessary.
- 2) Select the option to purchase credits on the navigation bar.
- 3) Select the online check option.
- 4) Enter the number of credits desired and your check information.
- 5) Click the “Submit” button ONCE and wait for the transaction to be processed.
- 6) Print the invoice page for your records. Credits will be available immediately.

Purchase Search Credits by Mailing in a Check

- 1) Select the “Criminal History Database” application if necessary.
- 2) Select the option to purchase credits on the navigation bar.
- 3) Select the option to mail in a check
- 4) Enter the number of credits desired and click the “Submit” button.

- 5) **Mail a printed copy of the order form** and a check to the address shown. Make the check **payable to MicroAssist, Inc.**
- 6) Credits will be available when your check is received and processed.

Note: To view your purchase history, refer to the chapter titled “Managing Your User Account.”

Sample order form page:



ORDER FORM



Please send a **printed copy** of this form and your check to:

SAMPLE FORM
PRINT FORM FROM WEBSITE FOR
CORRECT ADDRESS FOR YOUR PAYMENT

Please make check payable to **MicroAssist, Inc.**

ACCOUNT INFORMATION

User ID: INFO
Company: INFO
Account Name: INFO

Address

CUSTOMER'S INFORMATION
CUSTOMER'S INFORMATION
CUSTOMER'S INFORMATION

PAYMENT INFORMATION

Date: 12/28/2014
Method: CM
Web Site:

ORDER INFORMATION

Description	Unit Cost	Extended
10 Credits	\$ XX	\$ XX
Convenience Fee	\$ XX	\$ XX
	Total	\$ XX

Criminal History Searches: Individual and Multi-Entry Searches

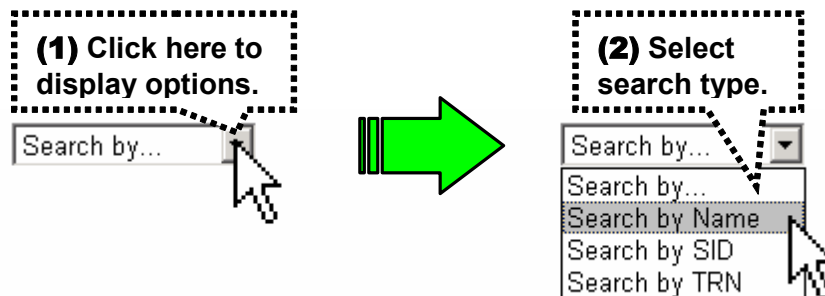
This chapter will help you search for criminal history records by entering either individual or multi-entry searches on the website.

What information is needed to do a search?

Required information will be noted on the search page. The information required may vary with your access level and account type.

Searching the Criminal History Database

- 1) Log in with your User ID and Password.
- 2) Select the “Criminal History Database” application if necessary.
- 3) Select the search option on the navigation bar.
- 4) If you are searching by name, it is not necessary to select a search type as the name search fields will appear by default. You can select a TRN or SID search from the drop-down list above the search fields:



- 5) Complete the required fields. Required fields are denoted by a red dot to the right of the field. If additional fields are available, you can complete them to narrow your search results. If you are doing a name search, see “Name search options” in the next section.

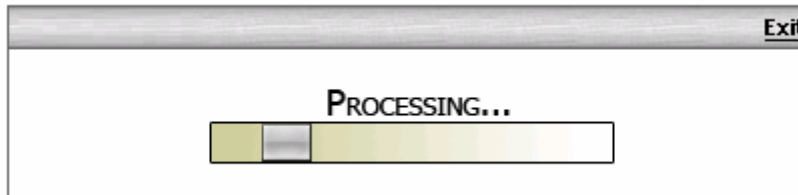
NAME SEARCH		
Last Name		●
First Name		●
Middle Name		

Required fields are marked.

Optional field.

Note: You may be prompted to enter the Social Security Number of the person you are searching. The Social Security Number is used by DPS for auditing purposes and is not used as part of your search. If your organization does not have this audit restriction, this field will not appear on the search screen.

- 6) Click the search button. The search may take a few seconds:



- 7) The results screen will list any records that match your search criteria. If your search results exceed the maximum number of results, you will be able to modify your search options without being charged for an additional search.

Note: Should you become disconnected during the search process you may pick up your results from the Batch Status screen. Do NOT resubmit your search criteria since this will appear to the system as a new search thereby charging you for an additional search. You can view this by following the same instructions for the section about viewing the results of a batch file search in the chapter titled “Criminal History Searches: Uploading Batch Files.”

- 8) See “Name Search Options” and “Viewing the Search Results List” below.

Name Search Options

If you choose the name search option, you can search by information related to the name, date of birth, sex, and race of the person. You can use the basic search fields or you can use advanced options to help narrow your search results.

Basic Name Search

The easiest way to search is by only using the required fields. It is recommended that you leave the sex and race options set to “ANY.” Date of birth may be searched in the following combinations:

Full DOB:	Month, Day, Year
Partial DOB:	Month, Day
Partial DOB:	Year

Advanced Name Search

You can access the advanced search options by selecting the “ADVANCED” option under the main search box.

A soundex algorithm has been applied to the Criminal History data to assist in reducing the number of mismatches that result from misspelling or typographical issues regarding the Last, First and Middle names. For example, a search for the last name of “SMYTH” would match “SMITH”. Should the soundex name search result in too many returned records, you have the advanced option of using an exact match search. The exact match search will only return records where the Last, First and optionally the Middle names exactly match your search criteria.

By default, the system will search only for exact date of birth matches. If you are not sure of the exact date of birth, select the “Expanded DOB” option to include records with a date of birth within 2 years of the date entered for your search.

Search screen (with Advanced Options enabled):

The screenshot displays the 'SEARCH BY NAME' interface. At the top, a 'Search by...' dropdown menu is visible. Below it, the 'Name Search' section contains input fields for 'Last Name', 'First Name', and 'Middle Name', each with a red circular icon to its right. The 'Birth Date' section includes fields for 'M:', 'D:', and 'Y:', followed by a red circular icon. Below these are dropdown menus for 'Sex' (set to 'ANY') and 'Race' (set to 'ANY'). At the bottom of this section are 'Search' and 'Multi-Entry*' buttons. To the right, the 'ADVANCED' toggle is turned on. Below the main search fields, the 'Advanced Options' section is expanded. It features two radio buttons: 'SOUNDEX MATCH' (selected) and 'EXACT MATCH'. To the right of these are explanatory text blocks: 'Soundex will match similar sounding names, but will return more results. Choose 'Exact Match' for fewer results.' and 'Choose to extend the data of birth by +/- 1 year if you are unsure of the exact DOB. Only valid if a complete DOB is given. Will match to the nearest DLU date for the search given.' Below these options is a '+ / - 1 YEARS' checkbox. At the bottom of the form, there are fields for 'Batch Sample' and 'Batch Size'. Annotations with dashed boxes and arrows point to specific elements: one points to the 'Name and Birth Date fields.' section; another points to the 'Search' and 'Multi-Entry*' buttons with the text 'Click 'Search' to perform search on name, or click 'Multi-Entry' to enter Multi-Entry mode.'; and a third points to the 'Advanced Options' section with the text 'Advanced search options enabled.'

Name and Birth Date fields.

Click 'Search' to perform search on name, or click 'Multi-Entry' to enter Multi-Entry mode.

Advanced search options enabled.

Note: There will be a “Batch Sample” option below the advanced search options. This is a tool to aid in the creation of batch files, as described in the chapter titled “Criminal History Searches: Uploading Batch Files.” You can ignore this option when using the advanced search options as described in the current chapter.

Narrowing Your Search Results

If you are getting too many search results, try entering a middle name, sex/race, and changing the “Soundex Match” option in the advanced section to “Exact Match.”

Multi-Entry Searches

The purpose of multi-entry is to allow you to quickly enter search criteria for more than one person and then submit them as a single batch. Once the batch is submitted, the system will perform the searches in the background allowing you to return later and review the results. To use this feature:

- 1) Enter the search criteria for the first person and click the “Multi-Entry” button instead of the search button. This will put you into the Multi-Entry mode. The search information for this person will now be listed at the bottom of the page.
- 2) Add search information for the next person you want to search for and click the “add” button. The search information for the second person will be added to the queued searches list. Repeat this for each additional person. You can also click the “Remove” link to remove a previously entered search.

Multi-entry search mode:

The screenshot shows the 'Multi-entry search mode' interface. At the top, there's a 'SEARCH BY NAME' section with a 'Search by...' dropdown. Below this is a 'Name Search' form with fields for Last Name, First Name, Middle Name, Birth Date (with M, D, Y sub-fields), Sex (set to 'ANY'), and Race. A red dot is visible next to the Birth Date field. Below the form is an 'Add' button. To the right of the form is an 'ADVANCED' checkbox, which is unchecked. Below the 'Add' button is a 'PENDING SEARCHES' section with a 'SUMMARY' table. The table lists three searches: 'SMITH,JOHN [1950]', 'DOE,JOHN [1960]', and 'DOE,JANE [1970]'. Each search has a 'Remove' link next to it. At the bottom of the 'PENDING SEARCHES' section are 'Submit' and 'Cancel' buttons. Callouts with dashed boxes point to various elements: 'Name and Birth Date fields.' points to the top of the search form; 'Enter additional names and click 'Add' to add it to the Pending Searches list.' points to the 'Add' button; 'Pending searches already added.' points to the 'PENDING SEARCHES' section; 'Advanced search options not selected.' points to the 'ADVANCED' checkbox; and 'Click the 'Submit' button if all of your searches have been entered and you want to process them.' points to the 'Submit' button.

Name and Birth Date fields.

Enter additional names and click 'Add' to add it to the Pending Searches list.

Pending searches already added.

Advanced search options not selected.

Click the 'Submit' button if all of your searches have been entered and you want to process them.

PENDING SEARCHES	
SUMMARY	
SMITH,JOHN [1950]	Remove
DOE,JOHN [1960]	Remove
DOE,JANE [1970]	Remove

3) When you have added all of your searches to the list, click the “submit” button to begin the search. Please wait for the search process to complete.

4) When the search has completed, you will see a list of the search criteria entered for each person.

Page header will display **Batch Detail**

① Search | ② Batch | ③ **Batch Detail** | ④ Results | ⑤ Record

5) Click the “Results” link to view the search results list for each person.

Page header will display **Results**

① Search | ② Batch | ③ Batch Detail | ④ **Results** | ⑤ Record

Note: Your queued searches, which have been entered in steps 1 and 2 and displayed in the list, are not actually processed until you click the “Submit” button. Logging out of the web site, closing your web browser, or allowing your session to expire will clear your pending searches.

Viewing the Search Results list

The Search Results screen will show the search criteria entered, and either: (1) a list of matching records, or (2) a message stating that no matching records were found. The list of matching records will include additional information about the person such as date of birth, sex, and race.

Example of search results with **no matching records**:

Search Criteria.

SEARCH 1	
Search Criteria	
Summary	DOE,JOHN [2000] Details

Status shows search results are ready

Search Status	
CCH/NBF/SOR	✓ 0 RESULTS IN 46.875 MS

NO MATCHING RECORDS

There are no records matching your search criteria. If you are searching by name you may wish to widen your search by specifying a wider criteria such as a partial or no birthdate.

Search result shows no records matching the search criteria.

Example of search results list of **matching records**:

Search Criteria.

CCH status shows search results are ready to view.

SEARCH 156711

Search Criteria	
Summary	TEST,RECORD

Search Status

CCH/NBF/SOR	11 RESULTS IN 281.2482 MS
-------------	------------------------------

CCH/NBF/SOR SEARCH RESULTS

Click on a name to view alternate names.

Primary Name	Birthdate	Age	Sex	Race	DPS Number	CCH	SOR	NBF
DUMMY,TEST RECORD	01-01-1980	24	MALE	WHITE	0000000	View	View	
TEST,RECORD	02-02-1939	65	MALE	WHITE	0000000	View		
TEST,RECORD	11-23-1965	39	MALE	WHITE	0000000	View		View
TEST,RECORD	01-01-1965	39	MALE	WHITE	0000000	View		
TEST,RECORD	03-23-1960	44	MALE	UNKNOWN	0000000	View		
TEST,RECORD	06-13-1955	49	FEMALE	WHITE	0000000	View	View	
TEST,RECORD	01-01-1955	49	MALE	BLACK	0000000	View		

List of records that match your search criteria.

Click on "View" under CCH, SOR, or NBF to view a record.

Note: Some records include Secondary Names (such as alternative names or spellings). Only the **Primary Name** is displayed on the search results screen. A name search may return a record that does not appear to match the given criteria. For example, a search for John Doe may return a matching record with a Primary Name of Mark Smith if that record has John Doe listed as a Secondary Name.

Note: Search results may vary with your access level and account type.

Viewing a person's record

There are several types of criminal history records that may be returned for a person:

- CCH (Computerized Criminal History) – Standard criminal history record.
- NBF (Name-Based File) – Criminal history records that are not supported by fingerprints or are incomplete.
- SOR (Sex Offender Registration) – An SOR result will link to the sex offender registration record.

Additional results such as Interstate Identification Index (III), Warrants, and Off-Line records requests may be available. You can view a person's record by clicking on the "view" link for that record in the search results list. See the chapter titled "Reviewing a CCH / NBF Record" for more information about what you will see when viewing a record.

Reviewing a CCH / NBF Record

This chapter will help you understand the information returned on a CCH or NBF record. Note that the record is the same regardless of whether the search was initiated as an Individual, Multi-Entry, or Batch Upload search.

The following pages contain a sample record and definitions for the fields listed on the record.

Sample record:

Person and Record Details

DOE,JOHN (SID: 000000)				SEARCH ID #1		Search Results	
TYPE CODE		FULL III					
INDV FLAG		Criminal					
INDV FLAG		Public CCH					
PERSON							
SEX	RACE	ETH	HGT	WGT	EYE	HAIR	DLU
XX	XX		XX	XX	XX	XX	XX XX
NAMES			DOE,JOHN SMITH,JOHN				
BIRTHDATES			10/31/1939 (PRIMARY)				

Arrest Summary

Arrest Summary (TRN)			
ARREST DATE	SEQUENCE CODE	TRN NUMBER	AGENCY
08/30/1969	A		DALLAS POLICE DEPARTMENT

Arrest Details

08/30/1969 ARREST		Arrest Summary
TRN FLAG	Public CCH	
Arrest Detail		
ID	XXXX	
ARREST DATE	08/30/1969	
SEQUENCE CODE	A	
AGENCY	0000	POLICE DEPARTMENT

Charges

For each Arrest:

Prosecutions

Court Status

CHARGE *001			
TRS FLAG		XXXX	
OFFENSE DETAIL			
ARREST OFFENSE CODE		XXXX	(FREE TEXT)
ARREST OFFENSE LITERAL		THEFT	
ARREST DISPOSITION CODE		220	TRANSFERRED TO COUNTY
INTERNAL AGENCY PERSON NUMBER		000000	
PROSECUTION DETAIL			
AGENCY		XXXX	DISTRICT ATTORNEYS OFFICE
PROSECUTOR ACTION FIELD		A	PROSECUTOR ACCEPTS THE CHARGE
PROSECUTOR OFFENSE		XXXX	CRIM MISCH XXX XX
PROSECUTOR OFFENSE CITATION		XXXXX	
LEVEL AND DEGREE PROSECUTED		XXXX	FELONY - 3RD DEGREE
COURT STATUS			
SEQUENCE		a	
COURT OFFENSE CODE		XXXX	XXXX
COURT OFFENSE LITERAL		VEH THEFT -	
COURT DISPOSITION CODE		XXXX	CONVICTED
COURT CONFINEMENT		8Y	
COURT PROVISION LITERAL		1-31-78 REDUCED TO 5 YEARS	

Custody Details

CUSTODY			
ID	XXXX		
DATE OF OFFENSE	08/30/1969		
AGENCY	000000000000	DEPT OF CRIMINAL JUSTICE	
PERSON ID NUMBER	000000		
STATUS STARTING DATE	02/05/1970		
STATUS SUPERVISION	000000	RECEIVED	

Note: Not all records will have all information shown above.

Arrest Details

Data Element	Description
INDV FLAG	Describes the type of record or arrest.
State Identification (SID) Number	State assigned number given to each name.
Arrest Date	Date of Arrest for individual on record.
Sequence	Indicator of multiple arrests of an individual on the same day, but by different agencies.
Tracking Incident Number	Tracking Incident Number used to track the arrest through the system
Arrest Name	Name used by individual at time of arrest.
Agency Case Number	Number used by arresting agency to further identify an individual case.
Juvenile Record Indicator	Indicates if a person was a Juvenile at time of arrest. Juveniles are defined as age 17 and under.
Arresting Agency ORI	Identification number pre-assigned by FBI or name of arresting agency.
Address Type	Address type used by individual at time of arrest.
Address Street	Address number and street used by individual at time of arrest.
Address City and State	Address city and state used by individual at time of arrest.
Address Zip Code	Address zip code used by individual at time of arrest.

Charge(s)

Data Element	Description
Date of Offense	Date offense occurred.
Arrest Offense Numeric	Number assigned for specific charge.
Arrest Offense Literal	Verbiage used to further describe the offense denoted by the offense code.
Statue Citation	Statute citation of offense charged at arrest.
Level & Degree of Arrest Offense	Level (Felony or Misdemeanor) and degree (Capital, 1st, 2nd, 3rd, State Jail "A" or "B") of offense charged during arrest.
General Offense Character	Further describes nature of offense charged during arrest.
Arrest Disposition Numeric	Disposition of individual immediate to arrest.
Arrest Disposition Literal	Used to describe or clarify additional dispositions.
Arrest Disposition Date	Date of disposition immediate to arrest.
Prosecutor Case Referred to	ORI of prosecutor case is referred to by the arresting agency immediately after arrest.
Internal Agency Person Number	Number used by arresting agency to further identify an individual.
Internal Agency Case Number	Number used by arresting agency to further identify an individual case.
Domestic Violence Indicator	Indicates the incident was related to Domestic Violence.

Prosecution(s)

Data Element	Description
Tracking Number Suffix (TRS)	Alpha/Numeric suffix added to the TRN to indicate or track multiple charges and/or counts per prosecutor or court.
ORI of Prosecutor	Identification number pre-assigned by FBI.
Action Date	Date of rejection by prosecutor.
Prosecutor Action Field	Denotes the action taken by the prosecutor.
Prosecutor Offense Numeric	Code of charges at the time of prosecution.
Prosecutor Citation	Denotes the action taken by the prosecutor of the TRS in question.
Prosecutor Offense Literal	Title of offense prosecuted.
Level & Degree of Prosecuted Offense	Indicates the level and degree of the prosecuted offense Level (Felony or Misdemeanor) and degree (Capital, 1st, 2nd, 3rd, S, "A" or "B") of offense during prosecution.
General Offense Character Prosecution	One character that describes action related to actual offense.
Domestic Violence Indicator	Indicates the incident was related to Domestic Violence.

Court Record(s)

Data Element	Description
Tracking Number Suffix	Alpha/Numeric suffix added to the TRN to indicate or track multiple charges and/or counts per prosecutor or court.
NCIC Originating Agency	Identification Number pre-assigned by FBI or name of court exercising jurisdiction.
Sequence	Sequence indicator of multiple arrests on same day.
Cause Number	Number assigned by the local agency for each charge.
Final Pleading	Final pleading of the offender to the offense.
Court Disposition Date	<u>Adult Reporting</u> : The date of the judicial disposition of the case. <u>Juvenile Reporting</u> : The date of the intake, prosecutor or court action.
General Offense Character	One character that describes action related to the actual offense.
Court Offense Numeric	Numeric code of offense subject charged at time of judicial action (Structured the same as AON).
Court Offense Citation	Statute citation of offense charged at arrest.
Court Offense Literal	Used to further describe disposed offense.
Level & Degree of Court Offense	Level and Degree (Felony or Misdemeanor) disposed by court.
Court Disposition Numeric	Court Disposition Numeric (Adult Records) The CDN is the numeric code for disposition of the case (convicted, acquitted, etc).
Date of Sentence or Status Change	Indicates date of sentencing or status change.
Court Sentence Suspended-Time	Indicates amount of time suspended by court.

Court Sentence Suspended-Fine	Indicates amount of fine suspended by court.
Court Confinement	Court Confinement Alpha/numeric field which reflects specifically the amount of confinement time (detention) from judicial decision (This time may or may not actually be served).
Court Probation	Reflects exactly the amount of time on probation (years, months, days).
Court Fine	Monetary fine amounts established by court decision.
Court Cost	The amount of court cost imposed.
Court Provision Numeric	Field which further expresses status, sentence, or probation provisions.
Court Provision Literal	Additional data which further explains judicial ruling or probation.
Date of Appeal	Used to show date of appeal of the charge.
Disposition of Offender During Appeal	Disposition of offender during appeal.
Final Court Decision on Appealed Case	Final court decision on a case that was appealed.
Agency Receiving Custody	Agency receiving custody of the offender sentenced to confinement or supervision.
Multiple Sent. Concurrent/Consecutive	The sentence of confinement is concurrent or consecutive with other sentences.
Domestic Violence Indicator	Indicates the incident was related to Domestic Violence.

Custody Information

Data Element	Description
Date of Offense	Date offense occurred.
Custody Tracking Number	Tracking Incident Number used to track the arrest through the Criminal Justice System.
Agency	Identification number pre-assigned by FBI.
Person ID Number	Identification number utilized by an institutional agency that refers to an individual.
Sentence Expiration Date	Date custodial agency indicates sentence will expire.
County of Commitment	County that committed offender to supervision.
Status Starting Date	Reflects the date of activity or movement while incarcerated or on parole (month, day, year).
Status Supervision Numeric	Reflects activity or movement specifically by code.
Status Supervision Literal	Additional data that further explains institutional ruling.
Receiving Agency	Indicates offender was released to detainer, or to county, state or country.
Paroled Until Date	Reflects the expected date of discharge from parole.

Criminal History Searches: Uploading Batch Files

The Batch Upload feature allows you to submit a large number of searches in a single text file, without having to enter the search criteria for each person individually on the web site. This feature is useful if:

- 1) You need to perform a large number of searches.
- 2) You wish to have all matching records returned in a single file.

There are two file formats for uploaded batch files:

- 1) Flat-file – This is the simplest format as it involves only plain text entered in a .txt file. This format is described first.
- 2) XML File – This format offers more advanced search options. The last section of this chapter will explain this format.

Format for flat-file batches

Flat-file batches must be a text file (.txt) with the search criteria for each search on a separate line. It must be formatted as shown below. Please note that this is a fixed width (NON-DELIMITED) format.

- 1) Use the ASCII space character to fill unused gaps.
- 2) Use a carriage return/line feed to go to the next line.
- 3) DO NOT USE TABs or other characters to achieve columns.
- 4) Enter names as LAST,FIRST with a comma separating them – do not use a space between the last and first names.
- 5) Do not use characters in the name field other than letters, the comma to separate first and last name, and if necessary a space between the first and middle name (no hyphens or apostrophes—see examples below).

<u>FIELD</u>	<u>POSITION</u>	<u>LENGTH</u>	<u>COMMENTS</u>
Name	1 - 30	30	Left justified, blank fill right
Sex	31	1	Female (F), Male (M), or Either(E)
Race	32	1	White (W), Black (B), Unknown (U)
Date of Birth	33 - 40	8	YYYYMMDD format
User Number	41 - 45	5	User number assigned by DPS
DPS Number	46 - 53	8	
Social Security #	54 - 62	9	
Blank Area	63 - 74	12	(Optional field) May be left blank
ID Number	75 - 79	5	Local agency personal identifier
H.A. flags	80 - 82	3	Leave blank
TOTAL		82	Total Record Length

Note: Not all fields are required. Required fields will vary depending on your access level and account type.

Example of a correctly formatted batch file line:

```
+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
Doe, John                                     eu190012310116E
```

Note: First line with dashes is provided for illustration. A “+” marks the beginning of a field. Do not include this line in your batch file. In this example, 22 spaces were entered between the name and sex information (for a total of 30 characters in the name field). The number of spaces will vary with your search name, so the other search information will be in the correct position.

Example of a correctly formatted batch file:

```
Doe, John J      eu190012310116E
Dow, Jon        eu190012300116E
Smith, J        mu190012310116E
Doe, Jane       fu195011280116E
```

Uploading a batch file

(Applies to either flat-file or XML formatted files)

- 1) Log in with your User ID and Password.
- 2) Select the Criminal History Database application.
- 3) Select the Batch Upload feature on the navigation bar.
- 4) Enter a description of your batch file in the field provided, or leave the default description. Entering your own description will help you find the search results later.
- 5) Click the “Browse...” button and find your batch file using the “Choose file” window that pops up. Double-click on the file name or highlight it and click the “Open” button. After doing this, you should see the file path displayed in the field on the web page.
- 6) Select the “Validate only” option if you only want to make sure your batch file has been created in the proper format, but do not want to process any searches. If you select this option, you will receive your validation status after clicking the “Upload” button.

Note: A “verified” batch message only indicates that the file was created in a format that can be processed, it does not mean the user entered the search information as they intended. Some errors cannot be found during the validation process. For example, a date of May 2, 1901 will appear

valid even if the day/month are not entered in the correct order (19010205 and 19010502 are both valid dates).

- 7) Click the “Upload” button. You will see a message stating that your batch file was uploaded successfully, or a message indicating any errors that must be fixed.
- 8) If your batch file is accepted, click “OK” to go to the Batch Status page.

Common flat-file batch errors in the name field

Here are some common examples of INCORRECTLY formatted name fields:

Space after the comma:

Smith, Joe

Correct:

Smith,Joe

Invalid character in last name:

O'Malley,Jan Kelly

Correct:

OMalley,Jan Kelly

Hyphen included in last name:

Smith-Malley,Jan Kelly

Correct:

SmithMalley,Jan Kelly

Invalid character “.” after Jr:

Doe,John Jr.

Correct:

Doe,John Jr

Name field not padded with spaces (other fields will be in wrong position):

Doe,JohnEU190012310116E

Correct:

Doe,John

EU190012310116E

Date of birth errors in flat-files

The date of birth must be entered as YYYYMMDD (4-digit year followed by a 2-digit month and a 2-digit day).

Date of birth in wrong order:

Doe,John

eu190031120116E

Correct:
Doe, John

EU190012310116E

Viewing the results of your batch file search

(Applies to either flat-file or XML formatted files)

Batch processing time will depend on the size of your batch file and the number of other users accessing the database. You will receive a message in the Message Center when your batch is complete. You can view the results of your batch search two ways:

- By clicking on the results file name in the message.
- By viewing results for individual search entries on the Batch Status page.

Viewing batch search results through the message center

- 1) Select the “Message Center” feature on the navigation bar.
- 2) Find the batch results message in the message list and click “View” next to that message. You might find it helpful to use the filter options below the message list to display only batch results.
- 3) Click on the results file name in the message body.

Note: For more help with viewing messages, see the chapter titled “Using the Message Center.”

Viewing search results on the Batch Status page

Note that the batch status page will show search results for all types of searches, including individual and multi-entry searches, so you can use this procedure

- 1) If necessary, select the Criminal History database on the navigation bar.
- 2) Select the “Batch Status” option on the navigation bar.

Page header will display **Batch**

① Search ② Batch ③ Batch Detail ④ Results ⑤ Record

- 3) Find the batch you want to view results for in the batch listing. If the CCH/NBF/SOR row is marked as completed, your search results are ready to view. Make sure the number of items marked as completed matches the number of searches (items). Click on the magnifier icon for that batch:

Batch file description.

BATCH #770 Batch Uploaded 12/8/2004

	Date	12/9/2004 1:48:47 PM	✓ x15 CCH/NBF/SOR		Action
	Method	Batch Upload		✓	Status
	User	Ed		15	Items

Click here to view batch search results.

Number of completed searches.

Note: Refer to the icon key at the bottom of the page to see if your searches are marked as completed or waiting.

Note: There may be more than one page of batch files listed.

- 4) You will see a list of the searches included in the batch and the status of each search, including the number of results for each search, if any:

Page header will display **Batch Detail**

① Search | ② Batch | ③ Batch Detail | ④ Results | ⑤ Record

BATCH #740 BATCH UPLOADED 12/6/2004

Date	DEC 6 2004	✓ x264 CCH/NBF/SOR ✓ x1 PARSE UPLOAD	Download CCH Results for batch #740		✓ Action
Method	BATCH UPLOAD				✓ Status
User	ED				

YOUR SEARCHES Only Show Searches with Matches ☒

ID	Date	Search Summary	Status	
00001	12:10 PM	DOE , JOHN [JUL-15-2000]	✓ CCH/NBF/SOR	CLICK FOR 1 RESULTS
00000	12:04 PM	DOE , JOHN [JUL-15-2000]	✓ CCH/NBF/SOR	CLICK FOR 1 RESULTS
00001	12:10 PM	DOE , JOHN [JUL-15-2000]	✓ CCH/NBF/SOR	CLICK FOR 1 RESULTS
00000	12:04 PM	DOE , JOHN [JUL-15-2000]	✓ CCH/NBF/SOR	CLICK FOR 1 RESULTS
00001	12:10 PM	DOE , JOHN [JUL-15-2000]	✓ CCH/NBF/SOR	CLICK FOR 1 RESULTS
00000	12:11 PM	DOE , JOHN [JUL-15-2000]	✓ CCH/NBF/SOR	CLICK FOR 1 RESULTS
00001	12:11 PM	DOE , JOHN [JUL-15-2000]	✓ CCH/NBF/SOR	CLICK FOR 1 RESULTS

Key

Action	Open	✓ Complete
Status	Waiting	Processing

...click on results for individual names only. You can click the check box above the list to only show searches with matching records.

Note: If all searches in the batch have not been completed, you will see a message at the top of the batch detail screen that says “Search in Progress.”

- 5) Click on the results links listed for individual names to view results for one person. You can view the results and records pages the same way you would if doing an individual or multi-entry search. Or...
- 6) You can also click on the “Download CCH Results” link to see all CCH search results, including arrest details, for each search for all names contained in the batch, as a single page. This option will take you to the Message center where you will see a message with a batch results file attached. See the chapter titled “Using the Message Center.” This can be printed if you need a record of the searches.
- 7) See the chapter titled “Reviewing a CCH / NBF Record” for more information about any records you wish to view.

Using XML format batch files

You can see the format for XML files by using the “Batch Sample” tool. It is located in the advanced search options on the main online search screen. If you are not familiar with XML files, you may want to use the flat-file format instead.

- 1) Log in and select “Criminal History” on the navigation bar.
- 2) Click on “Search” on the navigation bar.
- 3) Click the “Advanced” check box to display Advanced Options.
- 4) Enter search information and select any advanced options you might want to use, but do not click the “Search” or “Multi-Entry” buttons.
- 5) Click the link at the bottom of the Advanced Options list for a sample or a search formatted for XML files.
- 6) The next page will display your search information as it should appear in an XML file. Note that the XML version of a batch file includes advanced search options while the flat-file version does not.

Search History: Batch Status Screen

In addition to listing results for uploaded batch files, the Batch Status screen allows you to view recent searches you have entered. Searches will be listed in batches. There may be more than one batch listed for a single day's searches depending on the entry method used.

- 1) Select the "Criminal History" database on the navigation bar if necessary.
- 2) Click on "Batch Status." You will see a list of "batches," with each batch containing one or more searches that have been entered:

Example of a batch listing:

BATCH #7				Web Searches from 12/10/2004	
	Date	12/10/2004 11:06:11 AM	✓ x2	CCH/NBF/SOR	Action
	Method	Web Entry			✓ Status
	User	Ed			2 Items

Click here to view results. **Number of completed searches.**

- 3) Click on the magnifying glass icon to view the searches contained in that batch.
- 4) The next page will show a list of searches that were entered. To view the results page for a search, click on the link that says "Click for [#] Results."
- 5) See the chapter titled "Criminal History Searches: Individual and Multi-Entry Searches" for information about viewing the Search Results List.

Using the Message Center

These instructions will help you view messages in the Message Center. The Message Center is used by DPS to communicate securely with users of the Secure Website. You can access the Message Center by clicking on the Message Center link on the navigation bar. You must be logged in to view messages.

Viewing the Inbox

The Inbox will list messages received. Unread messages will be marked with the new message icon defined below the list. You can sort the list by clicking on the column headings, such as the date or category. You can also filter the list to hide unwanted messages by selecting the options below the list, such as only viewing unread messages.

If you have many messages in the Inbox, there might be more than one page of messages. You can view all of your messages by clicking on the row of page numbers below the list of messages.

Reading Messages

To read a message from the inbox list, click on the “View Message” link. The message will display above the inbox. If the message contains a file attachment, you can download it by clicking on the file name.

Message Center page:

The screenshot shows the Message Center interface. At the top, there is a 'Read Message...' window with fields for Date (12/2004), From (Administrator), Category (Batch Results), and Subject (Download CCH Results for batch). Below these fields are links for 'Download Batch.txt' and 'Message Download CCH Batch Results'. A callout points to the 'View Message' link in the message list, stating 'Message displayed by clicking on 'View Message' link in list below.' Another callout points to the 'Download Batch.txt' link, stating 'Click here to download file attachment.' Below the 'Read Message...' window is the 'MESSAGE CENTER' table. A callout points to the table, stating 'Message list.' The table has columns for Date, Category, To, and Subject. Below the table are page numbers (1, 2, 3, 4) and filter options (New, Attachment, (All), New Messages Only, New Messages). A callout points to the page numbers, stating 'Click here to see next page of messages.' Another callout points to the filter options, stating 'Filter options below message list.'

Date	Category	To	Subject	
12/5/2004	Batch Results	Ed	Download CCH Results for batch	View Message
12/5/2004	Batch Results	Ed	Download CCH Results for batch	View Message
12/3/2004	Batch Results	Ed	Results for batch	View Message
12/3/2004	System Message	Ed	Error Processing Batch	View Message
12/3/2004	System Message	Ed	Error Processing Batch	View Message

1 2 3 4

☐ New ☐ Attachment ☒ New Messages Only ☐ New Messages

Creating User and Supervisor Accounts for the CRS Secure Website

These instructions will help you create new user accounts **if your organization does not already have access to the CCH database.** If someone in your organization already has a user account for the Secure Website and you want to add another user account, refer to the section titled “Creating Additional User and Supervisor Accounts.”

- 1) Go to the Secure Website: <https://secure.txdps.state.tx.us>
- 2) Click on “New Account” on the navigation bar (you do not need a User ID and Password).
- 3) Select the option to create a Secure Website account.
- 4) Read the instructions displayed and click the “Begin” link.
- 5) Enter organization, contact, and billing information as instructed. This step will have two pages. Click on “Continue” at the bottom of each page after you complete the form:

The left screenshot shows the 'Organization Information' and 'PRIMARY CONTACT' sections. The 'Organization Information' section has a text field for 'Organization' with the value 'jooooooooo'. The 'PRIMARY CONTACT' section has text fields for 'First Name' (jooooooooo), 'Last Name' (jooooooooo), and a link 'Click here to Add a Maiden Name'. Below this is the 'Contact Information' section with fields for 'Date Of Birth' (11/11/1111), 'Social Security Number' (111-11-1111), 'Phone (Voice)' ((555) 555-5555), 'Phone (Fax)' ((555) 555-5555), and 'e-Mail Address' (555555@555555555555). The 'Address Information' section has fields for 'Address' (12323 aaaaaaa), 'City' (aaaaaa), 'State' (tx), and 'Zip Code' (11111). A 'Continue...' button is at the bottom.

The right screenshot shows the 'CCH: GENERAL' section. It has a 'Category' dropdown menu with '(Choose)' selected. Below are text fields for 'User Number' (jooooooooo) and 'Tax ID' (jooooooooo). A 'Continue...' button is at the bottom.

- 6) On the next page, click the “Add User” button to add Users and Supervisors.
- 7) Enter the information for the User and click “Save”:

1 Instructions

2 Organization

3 User

4 Submit

USER CONTACT INFORMATION

Contact Name

First Name

Last Name

[Click here to Add a Maiden Name](#)

Contact Information

Date Of Birth

Social Security Number

Phone (Voice)

Phone (Fax)

e-Mail Address

Address Information

Address

City

State

Zip Code

Save

Cancel

- 8) After entering user information and saving it, you will have the option to select if each User is a supervisor, database user, or both:

CHOOSE USER TYPE

☒ Database User: Has access to the CCH Database

☐ Supervisor: Has ability to update any user's profile information.

☐ Supervisor & Database User

Note: At least one user in your organization must be marked as a supervisor. Only people marked as “Database User” have access to the criminal history database to do searches. Some administrative functions can only be performed by Supervisors.

- 9) The applications for the user account you have entered will be listed:

① Instructions	② Organization	③ User	④ Submit
----------------	----------------	--------	----------

User Types	Save your Changes	Status
Supervisors: Administers user accounts for the Organization; Including disabling other accounts. There must be at least one supervisor account per Organization. CCH: Accesses Criminal History portion of the website.	Important: You must click 'Continue' to save your changes.	✓ You must add at least 1 Data User ✓ You must add at least 1 Supervisor Add User Continue ✓ = Requirement Met

User Applications				
Name	E-Mail Address	User	CCH	
dfgdfgdf,fdgdfg	dfkghdk.jfgkjh@ljkjlkl.com	PENDING	PENDING	Cancel

Note: The cancel function will only remove applications for each user that are still pending. Approved applications, such as the user application or the CCH application, will not be removed.

People marked as supervisors will be noted. You can add additional users by clicking “Add User.” If you are done entering user and supervisor information, click on “Continue.”

- 10)** After clicking “continue,” you will see a “Download” link for documents that are required for each user’s application. Download, complete, and mail all documents listed according to the instructions displayed. Your application will not be processed if you do not mail these documents.

Note: The documents required may vary depending on the options selected for the user account.

Creating Additional User and Supervisor Accounts

These instructions will help you add more users within your organization. Only an existing user can create new user accounts. The ability of existing users to create new user accounts may depend on their account type and permission levels. If nobody in your organization has a user account for the Secure Website, refer to the section titled “Creating User and Supervisor Accounts for the CRS Secure Website.”

- 1) Log in with your existing user account.
- 2) Click on “New Account” on the navigation bar.
- 3) Click on “New User.”
- 4) You will see a page listing current Users and Supervisors. Click the “Add User” button to add a new user:

① Instructions	② Organization	③ User	④ Submit
----------------	----------------	--------	----------

User Types	Save your Changes	Status
Supervisors: Administers user accounts for the Organization; Including disabling other accounts. There must be at least one supervisor account per Organization. CCH: Accesses Criminal History portion of the website.	Important: You must click 'Continue' to save your changes.	✓ You must add at least 1 Data User ✓ You must add at least 1 Supervisor Add User Continue ✓ = Requirement Met

User Applications			
Name	E-Mail Address	User	CCH
dfgdfgdf,fdgdfg	dfkghdkjfgkjh@ljkjl.com	PENDING	PENDING Cancel

- 5) Enter the contact information for the new user and click “Save”:

① Instructions	② Organization	③ User	④ Submit
----------------	----------------	--------	----------

USER CONTACT INFORMATION

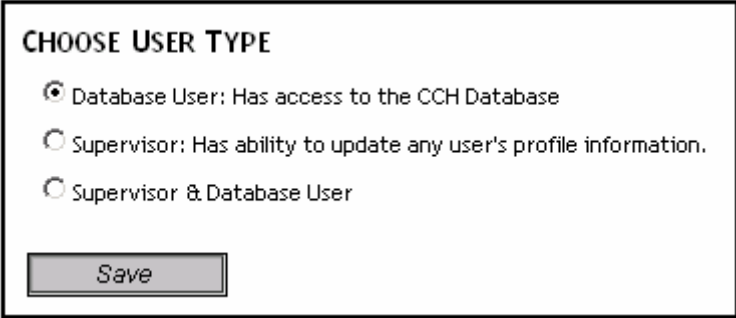
Contact Name	
First Name	sdfdsfsf
Last Name	sdfdsfsf
Click here to Add a Maiden Name	

Contact Information	
Date Of Birth	11/11/1111
Social Security Number	111-11-1111
Phone (Voice)	(111) 111-1111
Phone (Fax)	(111) 111-1111
e-Mail Address	11111111111111111111

Address Information	
Address	2132 xxxxxx
City	xxxxxx
State	Tx
Zip Code	11111

Save Cancel

- 6) After entering user information and saving it, you will have the option to select if the user is a supervisor, database user, or both:



CHOOSE USER TYPE

☒ Database User: Has access to the CCH Database

☐ Supervisor: Has ability to update any user's profile information.

☐ Supervisor & Database User

Save

Note: At least one user in your organization must be marked as a supervisor. Only people marked as “Database User” have access to the criminal history database to do searches. Some administrative functions can only be performed by Supervisors.

- 7) The applications for all user accounts you have entered will be listed along with existing accounts that will be marked as approved. You can edit pending applications by clicking on the “Pending” link, you can cancel them, or you can continue. You can also add additional users by clicking “Add User” again.

Note: the cancel function will only remove applications for each user that are still pending. Approved applications, such as the user application or the CCH application, will not be removed.

- 8) After clicking “Continue,” you will see a “Download” link for documents that are required for each user’s application. Download, complete, and mail all documents for the new users you added. The application will not be processed if you do not mail these documents.

Note: The documents required may vary depending on the options selected for the user account.

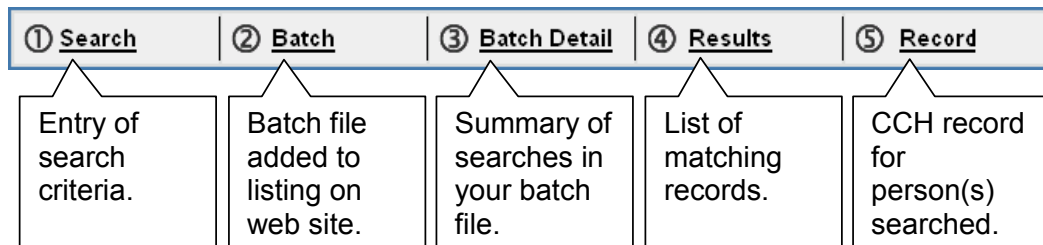
Overview of the Search Process

There are five steps in the search process. Some steps will occur in the background without being displayed, depending on the search method you use:

Individual
Multi-Entry
Batch File Upload

This chapter will explain how this process works to help you understand some of the pages you will be viewing when using the CRS Secure Website. Some pages will have the search step noted at the top of the page with a progress bar similar to the picture below.

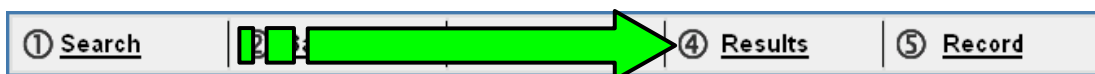
Search steps:



- 1) Search criteria (such as a person's name and date of birth) are entered.
- 2) A batch file, containing search criteria for one or more people, is created.
- 3) The user views a summary of the searches contained in the batch file. The website typically completes the CCH search process during this step.
- 4) The user views a list of records, if any, which match the search criteria entered in step 1.
- 5) The user selects a record from the list in step 4 to view criminal history information about a person.

Note: Many searches will end at step 4 if there are no matching records found.

Individual online searches:



Individual searches entered on the website are the simplest method. Steps 2 and 3 are not displayed to the user. The user enters search information (1), sees the results page (4), and views any criminal history records (5) that match the search criteria.

Multi-entry online searches:



The multi-entry feature has a similar process, but since the user enters search criteria for more than one person, the website displays batch information in step 3. The user enters search criteria for several people (1), the website displays the Batch Detail page summarizing the searches and their search progress (3), and then the user can view the results and criminal history information (4, 5).

Batch upload searches:



For users submitting multiple searches by uploading a batch file, step 1 does not appear on the website because the user does it manually. The user creates a properly formatted file containing the information they want to search for, then upload this batch file on the website (2). When the batch's search status is marked as completed, the user can then view the Batch Detail page (3) and continue with the rest of the search process (4, 5) as they would with other search methods.

Who to Contact for Help

Secure Site General Inquires
Secure Site: secure.txdps.state.tx.us

(800) 267-2336
Email: securesite@microassist.net

CRS Secure Website	
Questions Regarding	
Creating an Account Accessing Website	CRS Secure Site Phone Support (800) 267-2336 securesite@microassist.net
Reading Rapsheets	(512) 424-2474

General	
Questions Regarding	
Crime Records Service Related Questions	Main CRS Help Line (512) 424-2079
DPS Related Questions	Main DPS Help Line (512) 424-2000
Sex Offender Registration	Sex Offender Registration Unit (512) 424-2477
Inaccurate Data	DPS CRIME RECORDS SERVICE (512) 424-2752

CRS Public Website	
Questions Regarding	
Billing / Credits Accessing Website Creating an Account	MicroAssist, Inc. 3445 Executive Center Dr, #216 Austin, TX 78731 (512) 794-8440 dps@microassist.net
T.R.I.P Program H.E.A.T Program	T.R.I.P / H.E.A.T Program (888) 447-5933

Also check the “Support Center” listed on the website’s navigation bar for common issues.