eAgent 2.0 Frequently Asked Questions
New Jersey

This document answers the most commonly asked questions by New Jersey TACs and Users. If your

question is not answered on this document, please contact the DCI Support Team via phone or email.

DCI Support Team	833-324-3681 njsupport@diversecomputing.com
NJSP CJIS Control Unit	For use of eAgent 2.0 and MART, Policy Questions, etc contact: Christopher.Riker@njsp.org Bradley.Parkstrom@njsp.org Alfred.Scotti@njsp.org For ECM questions contact: Tara.Rockhill@njsp.org
NJSP Office of Information Technology (OIT) Enterprise Service Desk (ESD)	1-609-530-6200 or 1-800-NCC-HELP (1-800-622-4357)

- Question: I am locked out of my eAgent account / I do not know my password.
  - Answer: You can either,
    - Use the Forgot Password feature and enter a cell phone number or email address associated with your account to reset your own password (your account must be unlocked for this to work).
    - Contact your TAC officer to request your account be unlocked and the password be reset, if needed.
  - When too many incorrect passwords are entered, the account will temporarily lock and the user will need to wait 15 minutes before trying again.

- Question: I am locked out of my NexTest account.
  - Answer: DCI does not manage NexTest accounts. Any NexTest account concerns will need to be directed to the NJSP CJIS Control Unit.

- Question: I cannot log in, it says my "Certification Expired."
  - Answer: You will need to contact your TAC officer to have them update your certification date on your eAgent account.
  - Users can also login to NexTEST to take the certification exam. Upon successful completion, the user's certification date will be updated in ECM.

- <u>Question</u>: I am not receiving the SMS Text or Email for my One-Time-Password (OTP) 2-factor authentication.
  - <u>FIRST</u>: log out and back in to trigger the pin to be sent again. Sometimes there is a minor delay and retrying the login will get the pin to go through. *If you are still not receiving it after a couple of attempts, please see the below answers.*
  - <u>Answer for *SMS Text*</u>: There might be reported delays with the service that provides the pin codes (Twilio), or your phone needs to be restarted.
    - First, try a simple phone restart. If restarting your phone does not work, please contact your TAC officer. Your TAC officer can either set a Temporary Pin for the day/weekend or change your policy to Email instead of Text.
    - If your TAC is unavailable, users may reach out to the CJIS Control Unit. If the CJIS Unit is off duty as well, the user will have to wait until the TAC or CJIS Unit is on duty again.
    - Users can also call the DCI Support Team to have them check Twilio for any reported issues with SMS Texts. If Twilio is reporting SMS Text issues, then DCI will set a temporary pin on the user's account.
    - *** **AT&T First Net** Users: You may experience issues receiving the SMS Text. If so, you may need to contact your carrier to ask about any settings on your phone or your account that might be preventing these messages from arriving to your phone.
  - <u>Answer for *Email*</u>: Check all of your email folders (Spam, Trash, etc.) to see if the email was directed to another folder instead of the inbox.

- ■ If the message is not there, you will need to check with your IT to see if the email was blocked. The email address the pin codes arrive from is: noreply@diversecomputing.com.

- ■ You can also contact your TAC officer or the CJIS Unit and ask for a Temporary Pin for the day/weekend.

- ■ If the TAC and CJIS Unit are both unavailable, users may call DCI to request a Temporary Pin be set.

- ● Question: Is eAgent down? I see a red banner stating "Switch Status: eAgent NOT connected. Attempt to reconnect in…"

  - ○ Answer: This banner will appear when there are broadcast messages going to a large number of users/agencies at once, such as the Missing Persons broadcast messages or maintenance messages. You should still be able to send/receive messages as normal during this time.

  - ○ *However*, if this banner stays up for longer than 3 minutes, refresh the page and check your messages for a response and send a test query.

    - ■ If you are not receiving a response on your query and the banner remains after doing the above, please call the DCI Support Team to report it.

- ● Question: What is a Team Inbox?

  - ○ Answer: A Team Inbox is a shared inbox that can be accessed by multiple users at the same time. Some agencies use a Team Inbox for certain groups of users (e.g., Dispatch, Confidential Investigations, etc), so that they can see each

other's messages without getting flooded with messages from users outside their group.

- ○ If a message within a Team Inbox is moved to Archive, then all Team Inbox users will see the message was moved to the Archive.
- ○ Your Validations inbox is a Team Inbox.

- ● Question: Where do I find my Validations?
    - ○ Answer: In the upper right hand corner within eAgent 2.0 you will see your initials, click on them to open the dropdown menu and select the option "Switch Teams". A window will open allowing you to select the desired named inbox. You will choose your Validations inbox.
    - ○ Any further questions regarding the Validations inbox or work process should be directed to the NJSP CJIS Control Unit.

- ● Question: My employee cannot see the team inbox(es). How do they receive access?
    - ○ Answer: In the ECM, the TAC officer will need to checkmark that specific Team Inbox on the user's Team Inbox list for them to receive access to it.
    - ○ The list of available Team Inboxes is seen once the blue button with "Team Inboxes" is selected on the user's account page.

- Question: How do I assign an IP address or IP range to a user? (Must be Public IP)
    - Answer: In the ECM, the TAC will need to edit the user's page and select the desired IP address from the list and click Save. This user will now only be able to log into 2.0 from that IP.
    - If the TAC needs to assign multiple IPs to a user, they need to first select one IP on the list and then hold the Control key and select the other IPs that need to be assigned.
    - To add or remove any IPs from a user's profile, you will need to just re-select all of the needed IPs each time you edit the IP list. Any action taken in the IP list on the user's edit page will replace the previously saved action.

- Question: Where do I find training materials for TACs/Users?
    - Answer: On the eAgent homepage, you will find a 2.0 User Manual, an ECM Manual, and a MART Manual.

- Question: Responses are not returning in eAgent. Is the system down?
    - Answer: Depends on the message in the responses and banners.
        - Vehicle/Driver Information:
            - Please call the DCI Support Team if vehicle/driver information is delayed or not returning at all. The Support Team will reach out to the appropriate units to have them investigate this report immediately.
        - Criminal Histories:

- Please call the DCI Support Team, there might be an outage that needs to be resolved ASAP, or NCIC is down or having maintenance. We will check into it immediately and update you as we receive information.

- Question: Why am I not seeing a SSN on my MVC return? (Used MVDI)
  - Answer: A Social Security Number will **not** be returned on a MVDI query. The user would want to run the subject through a QWA to try to retrieve an SSN.

- Question: Where do I find the Bundled message keys in the menu tree?
  - Answer: They are located in the following path: CJISCU > Misc. > Bundle Transactions.

- Question: What is included in the Bundled inquiries?
  - Answer: Bundled message keys will return an NJ MVC inquiry, along with inquiries to NCIC for stolen property (QV) and persons (QWA), and Active ATS (traffic warrants) that are directly related to a DL#.

- Question: Why am I not receiving NCIC information when querying using MVC forms

    (e.g. MVDI, MVRI, MVTL, etc)?

    ○ Answer: MVC forms will not return NCIC information. A Bundled inquiry key or

        Smart Message will need to be used to retrieve both MVC and NCIC information.

- Question: Where are the Supplemental forms located in the menu tree?

    ○ Answer: They are located in the following path: NCIC > Enter > [selected

        category] > Enter Supplemental (if available for that category).

- Question: Why am I not seeing registered owner information?

    ○ Answer: If inquiring about a License Plate through Smart Message, it is

        configured to send a Bundled inquiry with the RANDOM option. The RANDOM

        option causes the NJ mainframe to suppress registered owner information (e.g.

        Name, DOB, OLN, Address) if there are NO suspensions/revocations on the DL,

        no warrants, no stolen vehicle, etc.

        ■ Smart Message License Plate inquiries are the equivalent of the BLIC

            form using the RANDOM option.

    ○ The BLIC form can be used with the FULL option (instead of Random), which *will*

        return all registered owner information regardless of DL status, Warrants, etc.

        The FULL option should only be used when there is a defined need to obtain

        registered owner information from MVC.

- Question: Why am I not seeing previous vehicle owners?

  - Answer: The MVTL inquiry to MVC will only return the current owner information.

- Question: I am getting a Reject message back, but I believe I am entering information correctly. Why am I getting the reject?

  - Answer: Reject messages return for a variety of reasons depending on NCIC rules for that message key. Please see some common reasons below:

    - 1) A user is accidentally using the incorrect Identifiers for the record they want to Modify, Clear or Cancel. Be sure to double check that your identifier information (typically a Name, NIC, and/or OCA) matches the record in question *exactly*.

    - 2) The information was entered in an incorrect format, which caused the system to send an error. Be sure that Names, any Dates, and Miscellaneous numbers are entered in the correct format, and **be sure that there are no periods in the miscellaneous field; you can use an extra space, a comma, or a slash in place of a period in the Misc. field**.

    - 3) The record in question was already removed from the system and therefore no longer exists to modify or clear/cancel. You can reach out to the NJSP CJIS Control unit to request that they do a transaction search in MART on your record in question to see if it was already removed from the system.

  - A Reject message is sent from NCIC. If you receive a Reject message, check the NCIC Manual.

- Question: Why am I receiving the error "Your message was NOT sent! Undefined"?

  - Check your browser for an ad blocker extension. You can whitelist the eAgent website to stop this message from appearing, or turn off the ad blocker.

- **How to find the NCIC Operating Manual:**

  - While connected to the Garden State Network (GSN), navigate to the CJIS Home Page, CJIS.NJSP.ORG, and you will find the NCIC Operating/Code Manual under the Manuals tab.

  - Direct link through the GSN for the CJIS Home Page, NCIC Manuals:

    http://172.25.15.10/manuals/ncic.html

  - It is recommended that you bookmark this webpage so that you can easily access the NCIC Manual when needed.