1) Where can I take my CJIS Online Security Awareness training?

    Log onto https://illinois.cjisapps.com/launchpad/ and then hit the CJIS Online icon.

2) How to assign Security Awareness training.

    Go to Dashboard / Administration drop down / Manage users.

    Select the EDIT icon to the right of the user.

    Select the ROLES tab.

    Select the dot icon in front of the security training the user needs.

    Hit the SAVE USER icon at the lower right of the screen.

3) If user is not in CJIS Online:

    The TAC/LAC can add a new user using the ADD A USER icon on the upper right of the Manage Users screen.

4) User is expired….now what?

    The main TAC/LAC or assistant TAC/LAC can assign the Initial training if the users' certification has expired. See section 2.

5) How to handle exam failures:

    If a student completes the Initial Certification modules and fails the exam twice, they are required to review/complete the training modules before the exam is unlocked by the Nextest Admin. For support for this issue, the TAC should contact the Nextest admin after the user has reviewed/completed the training modules, the Nextest Admin will verify that the user has gone through the training modules(section 6) before we unlock the exam.

    If a student fails the recertification exam twice, then they must go back and take the initial certification class and exam. So for this support, the TAC can move the student over to the Initial Certification level without having to contact the Nextest admin. See section 3.

6) How to print certificates.
    Go to Manage Users screen
    Hit edit icon for user
    Go to Certification Details Tab
    Go to Certificate icon and click on icon.
    A printable certificate should be generated by your PC.

7) How to transfer somebody from another agency:

    Open a Remedy ticket with the user name, user id, agency currently with and agency moving to. Only the Nextest admin can move users between agencies.

8) How to "Delete" a user.

    We tend not to delete users because they can move to other agencies and the certification can still be up to date. Instead just make them Inactive. Go to User management and at the bottom of

the screen you can set the Account Status to Account Inactive. Then hit SAVE USER icon. When displaying users, just display Active users. Go to User Management, set the User Status to Active Users Only (middle upper section of first screen) to Show Active Users.

9) How to get/view a certificate as a secondary agency?

CJIS Online does not offer a solution for this issue. Have your user provide you a copy of the certificate from the primary agency or contact the LAC of the primary agency for a copy of the certificate. Primary agency is the full time agency.

10) What courses are available in CJIS Online:

Level 1 CJIS Security Awareness –

Personnel with Unescorted Access to a Physically Secure Location. This level is designed for people who have access to a secure area but are not authorized to use CJI.

Level 2 CJIS Security Awareness –

All Personnel with Access to CJI. This level is designed for people who do not have ` physical and logical access to CJI but may encounter it in their duties.

Level 3 CJIS Security Awareness –

Personnel with Physical and Logical Access to CJI. This level is designed for operators who typically have access to query, enter, or modify CJI data.

Level 4 CJIS Security Awareness –

Personnel with Information Technology Roles. This level is designed for all information technology personnel including system administrators, security administrators, network administrator, etc.

11) What is my userid and password:

Userid is usually your email address or user Id. Default Password is Welcome#1

Note: The Nextest Admin WILL administer/reset passwords for the main TAC. If an agency decides to NOT use welcome as the standard password for your agency users, the agency assumes ALL admin responsibility for the user passwords. Let your user community know that any password change/resets must go through the agency TAC/assistant TAC.