

1) Where can I take my LEADS certification training?

Log onto <https://illinois.cjisapps.com/launchpad/> and then hit the Nextest icon.

Documentation under Launchpad. Hit CJIS Documents icon then hit Nextest Documentation.

2) Am I the master TAC/LAC, assistant TAC/LAC or neither?

Logon on using the Agency Login button.

If the application logs you on and you see the Assistant Admins button, you are the master TAC.

If the application logs you on and no Assistant Admins button, you are an assistant TAC.

3) How to assign LTFA Initial / FA Initial / Practitioner for Administrators / Practitioner for Non-Admins:

NOTE: the master TAC/LAC and assistant TAC/LAC can assign initial training. Only Nextest system admins can assign re-certification.

Go to user management.

Hit the far right EDIT icon for the user.

Hit the drop down arrow on Change User Level.

Click on one of the available training classes.

Submit.

4) If user is not in Nextest (or under another ORI):

The main TAC/LAC or assistant TAC/LAC can add a new user as well as Nextest Admins.

If a user is under another ORI see section 10.

5) User is expired....now what?

NOTE: that the Nextest system will let the user take the Recert modules over and over again but will NOT generate an exam if the certification has expired.

The main TAC/LAC or assistant TAC/LAC can assign the Initial training if the users' certification has expired. See section 3.

6) How to check training module completion:

For Users: The Last Completed date will have the date of the last time that module was completed. N/A if the module has not been opened.

For LAC/TAC the following 3 sections apply: Go to user management.

Hit the history icon next to user.

Hit training history tab.

*** ALL MODULES MUST SHOW COMPLETED BEFORE EXAM APPEARS ***

View modules - a module is complete if it has a date and time stamp. A module is **not** complete if "Started on" appears after the module. Detail list of modules in section 17.

Special note regarding exams: After the first module is completed, there is a 30 day window to complete all modules and exam. If you do not complete all modules and begin your exam within the 30 day window, you will be required to complete the training modules again before the exam is assigned by the application.

7) 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 (ISP system admin). For support for this issue, the TAC should contact the Nextest Admin (ISP system admin) or create a Remedy ticket after the user has reviewed/completed the training modules. The Nextest Admin (ISP system 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.

8) How to update email address / get Nextest generated Expiration reports / test completed reports:

NOTE: Only Master TAC's have the authority to update the email addresses.

Go to the My Info button and add/update the email addresses for the Master TAC and **all** assistant TAC's. Nextest will generate monthly emails for expiration and test completed reports.

Multiple email addresses delimited by a semi-colon. For example: Jane@email ;John@email

Around the first of the month, Nextest will generate an expiration report if a user is within 60 or 30 days of expiration. Check spam folder or firewall if your agency is not getting reports.

This is the only place in Nextest where emails are stored and providing email addresses for all TAC's makes it much easier to communicate via email than by phone in a 365/24/7 world.

9) How to assign Assistant TAC

NOTE: Only Master TAC's have the authority to assign/update Assistant TAC.

Sign on with Agency Login and hit the Assistant TAC button.

Scroll and select assistant TACs. As a rough guideline, you should have one assistant TAC for every 30-40 users in an agency.

10) How to transfer somebody from another ORI / 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.

11) 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 status to Inactive. Then hit save. When displaying users, just display

Active users. Go to User Management, set the By User Status drop down (upper right of first screen) to Show Active Users.

12) Actions to try if modules are not loading or completing:

Clear the cache on your browser.

Make sure pop-up blocker is turned off.

Try another browser: Either Chrome, Firefox or Edge. Internet Explorer could work but is no longer supported by Microsoft and it will no longer be supported by the Peak software in the near future (CJIS Online after 08/01/2020 and nexTEST, Launch Pad, CJIS Manuals, and CJIS Audit after 12/15/2020).

When scrolling through screens, hit the next button instead of the play button.

Use a computer where someone has successfully completed certification.

Complete training at home or a library to avoid firewalls in work environments.

Have your network people white list the following two addresses, (<https://www.cjisonline.com/> <https://illinois.cjisapps.com/>) and give them at least a two hour time limit, this has helped agencies with networks timing out the internet connection to our Peak Performance site that hosts the nexTEST application.

13) How many Master TACs per agency?

There can be only one Master TAC per agency. To update a master TAC, open a Remedy ticket.

14) How many assistant TACs per agency?

There can be zero (your agency should have one as a back-up when the master TAC is on vacation or unavailable) to many Assistant TAC's. As a rough guideline, there should be one assistant TAC for every 30-40 users in an agency.

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

Nextest 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.

To get your users certificate: Select History icon next to user then select Certificate icon and Generate Certificate

16) How to have my agency be an admin for another agency:

One agency can view/update EVERYONE for another agency if the sub agency agrees. Please contact Nextest Admin if your agencies would like a Master Agency to admin for a sub-agency.

17) What courses are available in Nextest:

LTFA re-cert has 2 modules: LTFA News You Can Use and Security Level III

FA Re-cert has 2 modules: FA News You Can Use and Security Level III

LTFA Initial has 5 modules: Introduction to LEADS, System Overview, Types of Inquires, Hit Procedures and Security Level III.

FA Initial has 14 modules: Add-ons, Administrative Messages, Aliases, Criminal History (CHRI), Hit Procedures, Introduction to LEADS, License Plates, Missing Persons, Modify/Cancel/Void, Security Level III, System Overview, Types of Inquires, Vehicles and Wanted Persons.

Practitioner for Administrators has 9 modules: Admin and Training Responsibilities, Agency Requirements, Audits and Sanctions, CHF Record Maintenance and Validations, Hit Procedures, Introduction and Access, Response Interpretation, Security Level II, System Overview

Practitioner for Non-Administrators has 5 modules: Hit Procedures, Introduction and Access, Response Interpretation, Security Level II, System Overview

Practitioner for Admin Recertification has 1 module: Security Level II

Practitioner for Non-Admin Recertification has 1 module: Security Level II

Any Initial certification training can be assigned by Master TAC/LAC and assistant TAC/LAC.

Any recertification training can be assigned by Nextest system admin only.

18) What is my userid and password:

UserId is usually your LMS Id. The default Password is welcome (lower case) or welcome1.

The Master TAC/LAC and Assistant TAC/LAC can administer user ids and passwords.

Note: The Nextest Admin WILL administer/reset passwords for the main TAC. Let your user community know that any password change/resets must go through the agency TAC/assistant TAC.