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# CRIMINAL JUSTICE RAP BACK USER GUIDE

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# INTRODUCTION TO THE CRIMINAL JUSTICE RAP BACK PROGRAM OF TEXAS

## BACKGROUND AND PURPOSE

The Criminal Justice Rap Back program is designed to provide immediate notifications to law enforcement on an NGI Identity of subscribed individuals currently under an active criminal investigation, active probation, or parole (custody and supervision).

With the implementation of the Criminal Justice Rap Back program, organizations can now set a subscription on an individual's national criminal history. Not only will the subscribing organization receive notifications of events that occurred within Texas, they will also receive notifications of events that occurred elsewhere in the nation.

The events that can generate Criminal Justice Rap Back notifications are as follows:

- Arrests
- Record Updates (Dispositions, Expungements, etc.)
- Warrant Additions, Modifications, and Deletions
- Sex Offender Registry Additions, Modifications, and Deletions
- Death Notices

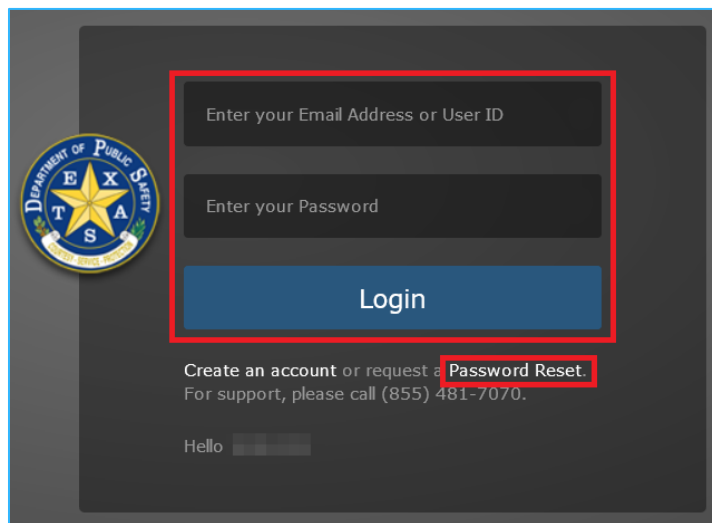
## SYSTEM USE **(NEW)**

Along with the requirements listed in the Criminal Justice Rap Back Participation Guide, users must understand that this system is restricted to authorized users only. System usage will be monitored and recorded, and is subject to audit. Unauthorized access, use, or misuse of the system is prohibited and may result in criminal and/or civil penalties. Use of the system indicates consent to monitoring, recording, and audit.

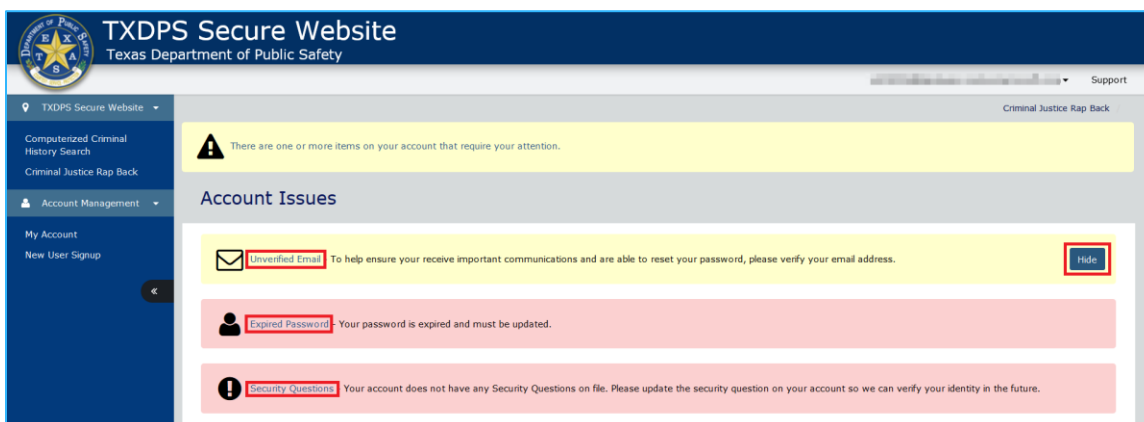
Users may only access this site with an assigned User ID. No person is permitted to use this site using another person's User ID and Password.

## LOGGING IN

1. Navigate to the [Criminal Justice Rap Back Program of Texas<sup>1</sup>](https://secure.txdps.state.tx.us/FACT) website. Click Current Users or Log In. Enter your User ID and password, and then click Login.
  - a. If you have not requested an account, please refer to the Criminal Justice Rap Back Program of Texas Participation Guide.
  - b. If you have forgotten your password, click Password Reset and follow the instructions to have a temporary password sent to you. This option is only available if your account has a security question enabled.



- c. If there are any issues on your account, such as an unverified email address or unread messages, those issues will need to be taken care of or hidden prior to accessing the rest of the Criminal Justice Rap Back site.
      - i. If you have not set up your account, please follow the instructions in [Setting Up Your Approved Account](#).
      - ii. To hide the issue until next login, click Hide. Red issues cannot be hidden.
      - iii. To address the issue, click the link within the notification.



<sup>1</sup> <https://secure.txdps.state.tx.us/FACT>

## SETTING UP YOUR APPROVED ACCOUNT

1. When you receive your account approval email, click the activation link to begin the set up process.
2. Select a security question from the drop-down menu, and then type your answer in the answer box.
3. Enter a new password for your account.
4. Click Save. You will receive a message stating that the set up process has been completed. You can now sign in using your User ID and new password.

The screenshot shows the 'TXDPS Secure Website' interface. On the left is a dark blue sidebar with navigation options: 'TXDPS Secure Website', 'Computerized Criminal History Search', 'Criminal Justice Rap Back', 'Account Management', 'My Account', and 'New User Signup'. The main content area is white and contains the following fields and sections:

- Email Address:** A text input field.
- Security Question:** A dropdown menu with the selected question: "In what city did you meet your spouse/significant other?".
- Answer:** A text input field.
- Choose a new Password:** A section with the following requirements:
  - Must contain 8-32 characters
  - Must include at least one number and one letter
  - Must include the following characters: %, &, \_ , ? , # , = , -
  - Must be different from your User ID
- New Password:** A text input field.
- Save:** A blue button at the bottom right.

You have successfully completed your account. You may now sign in and access the website.

## MY ACCOUNT

### ACCOUNT FEATURES

#### MESSAGE CENTER

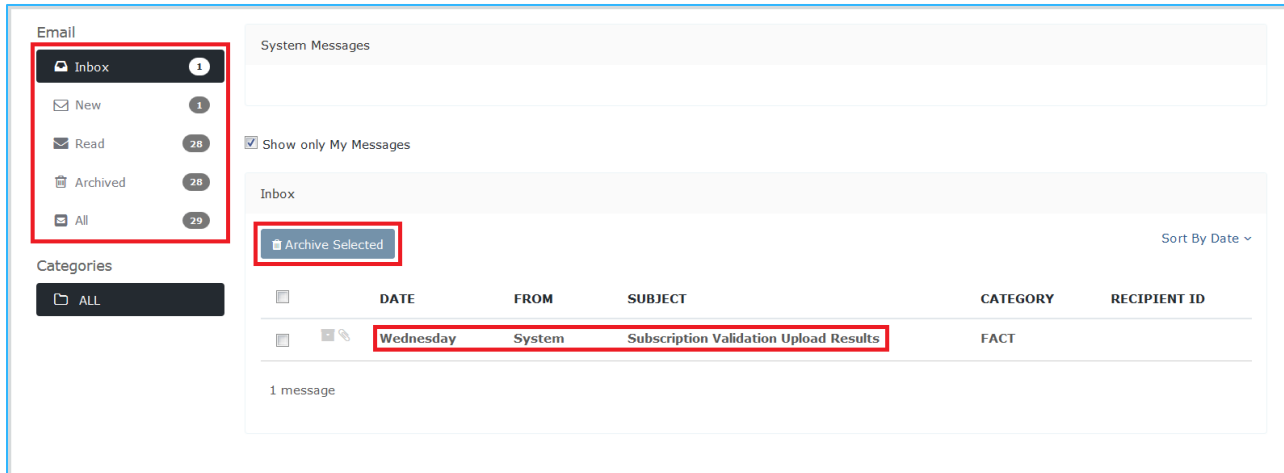
The Message Center contains messages relating to your account and subscriptions.

There are five filters to access your messages:

- **Inbox** – All Read and Unread messages that have not been Archived
- **New** – All Unread messages
- **Read** – All Read messages
- **Archived** – All messages that have been Archived
- **All** – All messages, including those Archived

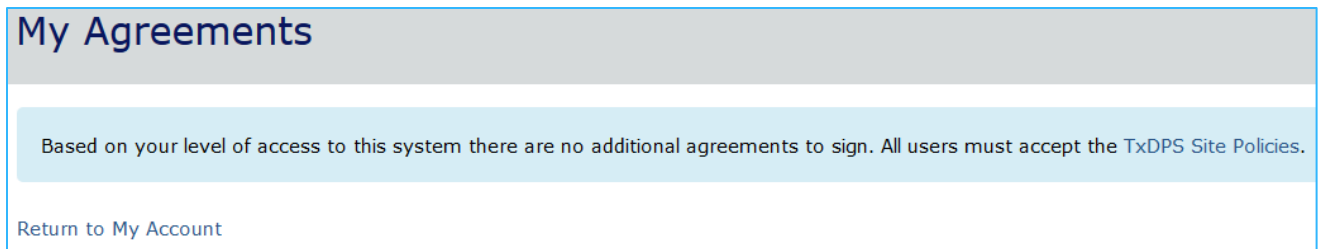
Unread messages will be bolded. Click the bolded text to read the message.

When you are done reading the message, click Archive to archive it. Alternatively, on the Inbox page check the box next to the message, click Archive Selected, and then "Yes, continue to archive."



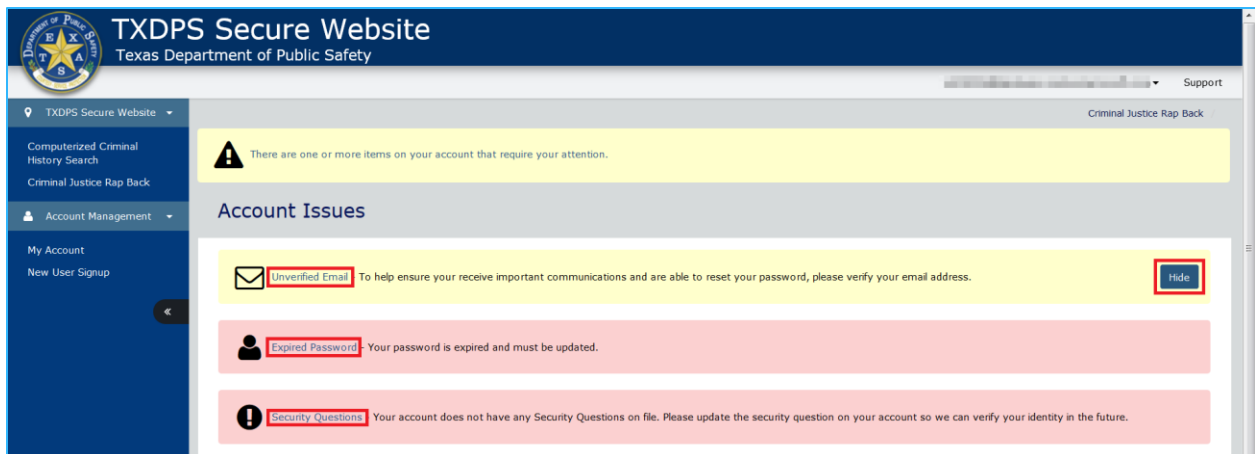
## AGREEMENTS

Any agreements that need to be signed will be added here. By accessing the Criminal Justice Rap Back site, you are accepting the [Texas DPS Site Policies](http://www.dps.texas.gov/SitePolicies.htm)<sup>2</sup>.



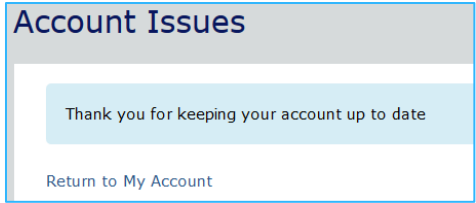
## PROFILE STATE

This page will show any account issues that need to be addressed, such as an expired password or unread messages. Issues can be addressed by clicking on the link in the notification banner.



If there are no issues, you will see a message stating your account is up to date.

<sup>2</sup> <http://www.dps.texas.gov/SitePolicies.htm>

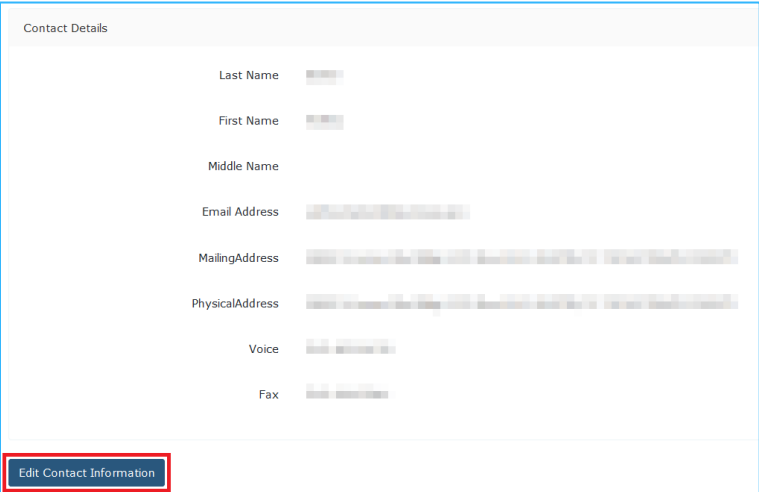


## MANAGE ACCOUNT

### MY PROFILE

This page shows your user details as well as your contact information. If your contact information needs to be updated, click Edit Contact Information, make any changes needed, and click Save.

If your User ID needs to change, please contact the Rap Back Unit at 512-424-2746.

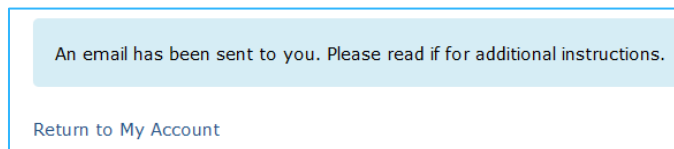
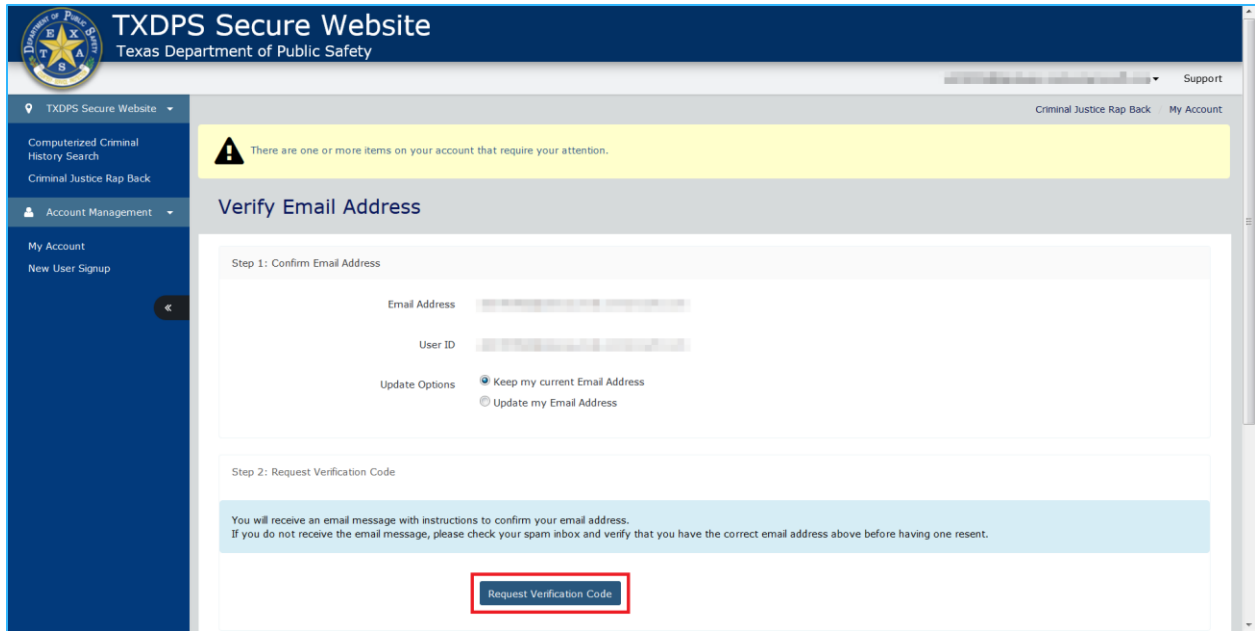


### EMAIL ADDRESS VERIFICATION

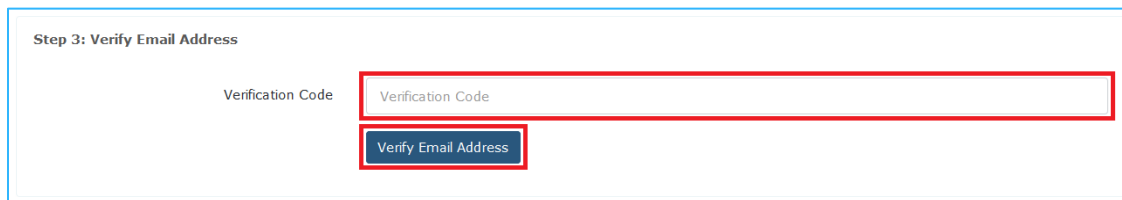
If your email address has already been verified, you will receive a message stating "Thank you for verifying your email address."

If you have not verified your email address:

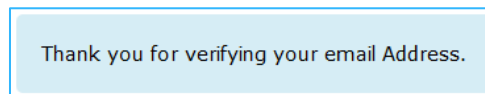
1. Ensure your email address is correct. If it is not, call the Rap Back Unit at 512-424-2746. The Update my Email Address option is disabled for non-administrator accounts.
2. Click Request Verification Code. A verification code will be sent to the email address on file. You will receive a confirmation banner stating the email has been sent.



3. Click My Account and then Email Address Verification to return to the page.
4. Enter the verification code you received in the email and click Verify Email Address.



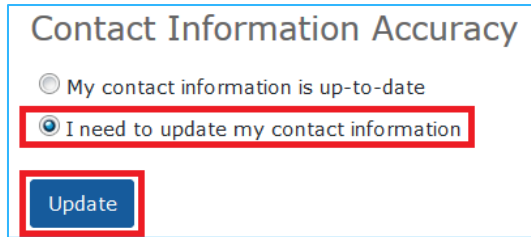
5. You will receive confirmation that your email address has been verified.



## CONTACT INFORMATION VERIFY

This page contains your agency account, user ID, mailing and physical addresses, phone number, and fax number.

1. If this information is incorrect, select "I need to update my contact information" and click Update.



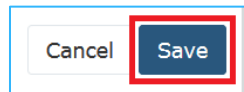
Contact Information Accuracy

My contact information is up-to-date

I need to update my contact information

Update

2. Make any changes needed and click Save.

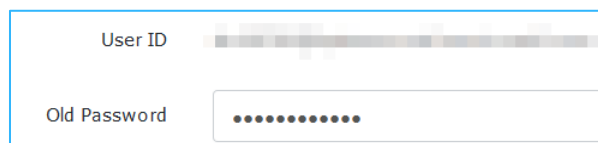


Cancel Save

## PASSWORD UPDATE

This page allows you to change your password. Passwords must be changed every 30 days.

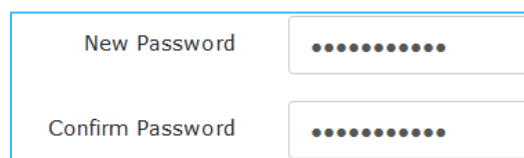
1. In the Old Password field, enter your current password.
  - a. If you are using a temporary password, enter that password here.



User ID [blurred]

Old Password [blurred]

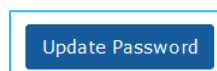
2. Enter your new password in the New Password and Confirm Password fields, with the following requirements:
  - a. Must contain 8-32 characters
  - b. Must include at least one number and one letter
  - c. Must include one of the following characters: %, &, \_, ?, #, =, -
  - d. Must be different from your User ID



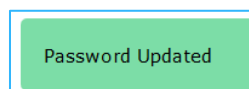
New Password [blurred]

Confirm Password [blurred]

3. Click Update Password. You will receive a notification banner stating the password was updated.



Update Password



Password Updated

## VERIFICATION QUESTION

If you have already set up a Security/Verification Question, you will receive a message stating “Your account has a security question associated with it.”



If you have not set up a Security/Verification Question, this page will allow you to set one.

1. Choose a question from the drop-down.
2. Type your answer to the question.

Verification Question

Security Question

Security Question What was your childhood nickname?

Answer

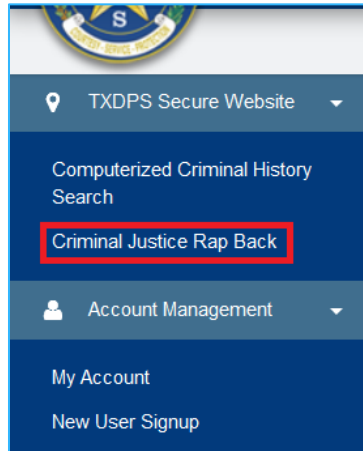
Cancel Save

3. Click Save. You will receive verification that your Question has been set. You may now use the Password Reset option on the login page if needed.

Your account has a security question associated with it.

## SEARCH FOR AN INDIVIDUAL

1. When [logged in](#) to the Criminal Justice Rap Back site, click Criminal Justice Rap Back in the sidebar.



2. Under the Criminal Search section, search for the individual using one of the options – SID, First and Last Name, or UCN (FBI Number).

The image shows the 'Criminal Search' form. It has three sections, each with a text input field and a 'Submit' button, all highlighted with red boxes:

- SID (\*)**: Input field contains 'SID', Submit button.
- Last Name (\*)** and **First Name (\*)**: Input fields contain 'Last Name' and 'First Name', Submit button.
- UCN (\*)**: Input field contains 'UCN', Submit button.

3. If you determine the search results may contain the individual you are searching for, click Details next to the individual's name.
  - a. If an individual is eligible for Criminal Justice (CJ) FBI Rap Back, the Status field will show CJRB Eligible.

SID	NAME	DOB	Status	
[REDACTED]	[REDACTED]	[REDACTED]	CJRB Eligible	<a href="#">Details</a>

4. Verify the individual's identity using the information available on the Criminal Record Detail page.

Criminal Record Detail (SID [REDACTED])

Identification Information

SID	[REDACTED]
NAME(s)	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] (PRIMARY)
BIRTH DATE	[REDACTED]
SEX	MALE
RACE	BLACK
ETHNICITY	NON-HISPANIC
DL NUMBER	TX [REDACTED]
FBI #	[REDACTED]
SOCIAL SECURITY NUMBER	[REDACTED]

### CREATING NEW SUBSCRIPTIONS FOR CRIMINAL JUSTICE RAP BACK

1. Follow the instructions in the [Search for an Individual](#) section.
2. Once the individual's identity has been verified, click Manage Subscription under Subscription Information.

Subscription Information

Currently there is no subscription. If you would like to create a new subscription, Click below

[Manage Subscription](#)

- a. If you are not currently subscribed, the Subscription Information section will state that there is currently no subscription.

Your agency is not currently subscribed and will not receive notification of qualifying events.

3. In the CJ Rap Back Subscription section, fill in minimally all required fields.
  - a. Refer to the Criminal Justice Rap Back Participation Guide<sup>3</sup> for more information on the options available in this section.

**CJ Rap Back Subscription**

Originating Case Number \*

Attention Indicator (ATN)

Rap Back Category (RBC) \*

Rap Back Trigger (RBT) \*
 

- (1) Criminal Retain Submission
- (2) Dispositions
- (4) Expungement/Partial Expungement
- (5) Want Addition
- (6) Want Deletion
- (7) Want Modification
- (8) Sexual Offender Registry Addition
- (9) Sexual Offender Registry Deletion
- (10) Sexual Offender Registry Modification
- (12) Death Notices

Rap Back Disclosure Indicator (RBDI) \*

Rap Back Attention Indicator (RBATN)

Create
Cancel

4. Click Create. Your agency account is now subscribed to this individual. Scrolling down on the Criminal Record Details page will show your subscription.

**Subscription Information**

SID	NAME	BIRTH DATE	MOST RECENT UPDATE	SEX	ORIGINATING CASE NUMBER	EXPIRATION DATE	
[REDACTED]	[REDACTED]	[REDACTED]	01/12/2018	M	AF1743	01/12/2019	<div style="text-align: right; padding: 5px;"> <span style="background-color: #FF9933; color: white; padding: 2px 10px; font-weight: bold;">Manage Subscription</span> </div>

<sup>3</sup> If you do not have this document, please contact the [Rap Back Unit](#) to have a copy sent to you.

## WORKLISTS

When [logged in](#) to the Criminal Justice Rap Back site, click Criminal Justice Rap Back in the sidebar to access the Worklists.

Worklists group individuals your agency is subscribed to. When an individual is Closed (removed) from a worklist, they will be removed from all worklists except the All Subscriptions worklist.

Worklists can be searched by SID, Name, Update Date, and Case Number. As you type in the search box, the worklist will be filtered. You can also sort the results by clicking on the column header text. More results can be viewed at once by clicking the Show Entries drop down.

SID	NAME	MOST RECENT UPDATE	ORIGINATING CASE NUMBER		
		07/24/2017	12345	Detail	Close
		07/24/2017	12345	Detail	Close
		10/27/2017	12345678	Detail	Close
		08/16/2017	12345	Detail	Close
		07/24/2017	12345	Detail	Close

### SUBSCRIPTIONS WITH NEW SOR HIT

This worklist contains individuals found in the Sex Offender Registry that are new subscriptions or have an updated Sex Offender Addition, Modification, or Deletion.

### SUBSCRIPTIONS WITH UPDATED FBI RESPONSE

This worklist contains individuals who have had an updated FBI response (Identity History Summary) due to your agency's recent subscription.

### SUBSCRIPTIONS WITH RBN RESPONSE

This worklist contains individuals that have a new triggering event in their FBI Criminal History.

### SUBSCRIPTIONS REQUIRING VALIDATION (30)

This worklist contains subscriptions that will expire within the next thirty days.

Criminal Justice subscriptions for investigation automatically expire one year from the date of creation or date of last validation, and Criminal Justice subscriptions for supervision expire five years from the date of creation or date of last validation. Subscriptions no longer needed must be [cancelled](#). To validate a subscription, follow the instructions in the [Manage or Validate a Subscription](#) section.

## SUBSCRIPTIONS REQUIRING VALIDATION (90)

This worklist contains subscriptions that will expire within the next ninety days.

Criminal Justice subscriptions for investigation automatically expire one year from the date of creation or date of last validation, and Criminal Justice subscriptions for supervision expire five years from the date of creation or date of last validation. Subscriptions no longer needed must be [cancelled](#). To validate a subscription, follow the instructions in the [Manage or Validate a Subscription](#) section.

## ALL SUBSCRIPTIONS (A-Z)

This worklist contains all individuals your agency is currently subscribed to. Clicking Close next to any subscriptions in this worklist will not close them.

## CANCEL, MANAGE, OR VALIDATE A SUBSCRIPTION

1. Navigate to the subscription to be altered by clicking the relevant [worklist](#) and browsing to the correct subscription, or by [searching](#) for them using the SID, or Name, or UCN (FBI Number) options.
2. Click Details.

SID	NAME	DOB	Status	
[REDACTED]	[REDACTED]	[REDACTED]	CJRB Eligible	<a href="#">Details</a>

3. Click Manage Subscription.

SID	NAME	BIRTH DATE	MOST RECENT UPDATE	SEX	ORIGINATING CASE NUMBER	EXPIRATION DATE	
[REDACTED]	[REDACTED]	[REDACTED]	01/12/2018	M	AF1743	01/12/2019	<a href="#">Manage Subscription</a>

## CANCEL A SUBSCRIPTION

1. On the Manage Subscription page, click Unsubscribe.

CJ Rap Back Subscription

Originating Case Number \*

Attention Indicator (ATN)

Rap Back Category (RBC) \*

Rap Back Trigger (RBT) \*  
 (1) Criminal Retain Submission  
 (2) Dispositions  
 (4) Expungement/Partial Expungement  
 (5) Want Addition  
 (6) Want Deletion  
 (7) Want Modification  
 (8) Sexual Offender Registry Addition  
 (9) Sexual Offender Registry Deletion  
 (10) Sexual Offender Registry Modification  
 (12) Death Notices

Rap Back Disclosure Indicator (RBDI) \*

Rap Back Attention Indicator (RBATN)

[Save And Validate](#) [UnSubscribe](#) [Cancel](#)

2. A banner will appear at the top of the Manage Subscription page stating that you are not subscribed.

Your agency is not currently subscribed and will not receive notification of qualifying events.

## MANAGE OR VALIDATE A SUBSCRIPTION

1. On the Manage Subscription page, make any changes desired to the subscription.
  - a. Refer to the Criminal Justice Rap Back Participation Guide<sup>4</sup> for more information on the options available in this section.
  - b. If you only wish to validate the subscription, do not make any changes.
2. Click Save and Validate.

CJ Rap Back Subscription

Originating Case Number \*

Attention Indicator (ATN)

Rap Back Category (RBC) \*

Rap Back Trigger (RBT) \*
 

- (1) Criminal Retain Submission
- (2) Dispositions
- (4) Expungement/Partial Expungement
- (5) Want Addition
- (6) Want Deletion
- (7) Want Modification
- (8) Sexual Offender Registry Addition
- (9) Sexual Offender Registry Deletion
- (10) Sexual Offender Registry Modification
- (12) Death Notices

Rap Back Disclosure Indicator (RBDI) \*

Rap Back Attention Indicator (RBATN)

3. You will be taken back to the Criminal Record Detail page, and the Expiration Date on the Subscription Information will be updated.

Subscription Information							
SID	NAME	BIRTH DATE	MOST RECENT UPDATE	SEX	ORIGINATING CASE NUMBER	EXPIRATION DATE	
			01/09/2018	M	A4G321	01/09/2019	<input style="background-color: #ff9900; color: white; border: none;" type="button" value="Manage Subscription"/>

<sup>4</sup> If you do not have this document, please contact the [Rap Back Unit](#) to have a copy sent to you.



## CONTACT INFORMATION

If your agency has any further questions regarding the FBI Criminal Justice Rap Back Program, please contact the Rap Back Unit.

DPS Rap Back Unit

512-424-2746

[RapBackUnit@dps.texas.gov](mailto:RapBackUnit@dps.texas.gov)