



## Introduction

The Criminal Justice Law Enforcement Automated Data Services (CJLEADS) application is a web-based application that provides comprehensive statewide offender information and alerting capability. This document provides technical support information critical to providing access to your agency's criminal justice professionals.

## Training Coordinator Responsibilities

Each agency has designated a training contact to help coordinate the CJLEADS training for their agency. Some of the responsibilities of a training coordinator include:

- Ensure all users requesting access to CJLEADS attend training prior to accessing the CJLEADS information system
- Notify CJLEADS Business Operations of all agency end users who are scheduled for and have completed training
- Attend "Train the Trainer" session to understand the training curriculum and requirements for the CJLEADS information system
- Provide in-house training to your agency personnel requesting access to the CJLEADS information system in accordance with the requirements of the CJLEADS Business Operations team

## Training Registration System

Training Coordinators are responsible for registering their users for the required CJLEADS training. Sessions are 2.5 hours in length and will be offered multiple times per day at regional locations. Users can be registered for any class that is convenient to their schedule.

Please see the [CJLEADS Training Registration](#) document for information on how to register users for a class.

## Other Information

### *User Access*

User authentication is administered using the State's NC Identity Management system (NCID) as well as a custom CJLEADS User Administration tool. Your organization has identified a user administration contact responsible for establishing and managing user accounts and access to the CJLEADS system. Please contact your agency's CJLEADS user administrator if user access issues arise.

### *Technical Issues*

Each agency has identified a technical contact for dealing with technical information and issues. If technical issues arise, please contact your agency's CJLEADS technical team to resolve any issues.