Manage Supervised Users' Secure Site Changes

• Every user on the account who is not a supervisor will need to be assigned to a supervisor. This will be a new requirement associated with the new updates to our site.

• All users contact information must be kept current.

• If there are multiple supervisors on the account you may choose which supervisors will supervise the user. There is no limit, but there must be one. Supervisors will only be allowed to assign users under their authority; they cannot do this for any other supervisors.

Attention:

• If your supervisor fails to set your status as "Supervised by me" you will be unable to access the Secure Website.

• If a Supervisor on the Secure Website does not maintain an "active" status all users managed by this supervisor will lose access until an active supervisor is established.

• If your supervisor fails to sign both the user and entity agreements, you will be unable to access the Secure Website.

All Searchers and Supervisors:

1) Log on to your DPS Secure Site Account.

2) In the "My Account" section click on "Verify Contact Information."

The next screen should display your current contact information. Verify that everything is correct. If you see that the information is incorrect or out of date, please select "I need to update my contact information."

The following screen will allow you to update your contact information. Please update your agency number, fax number and mailing address.

SUPERVISORS ONLY:

Account Management

New User Sign up

My Account

Message Center

Help & Support

Additional Services

Criminal History Search

Sex Offender Registry

FACT Clearinghouse

Other Services & Information

My Account

Organization / Company

- Organization Profile (View/Update)
- Add New User
- Message Center

My Profile

- My Profile (View/Update)
- Verify Contact Information
- View Agreements
- User Training

Account Security

- Update Password
- Manage Access Points
- Verify Email Address

Criminal History Search

- Search Database
- Your Search History
- Recent Credit Usage
- Purchase Credits
- Manage Supervised Users

Navigate to the "My Account Page." This can be accomplished by selecting "my account" as displayed to the left. To assign users to a supervisor, select "Manage Supervised Users."

CCH Supervised Users

◉ Display accounts supervised by me.
○ Display accounts without a supervisor.
○ Display all accounts.

☑ Only active users

This next screen will give you three options, select "Display all accounts."

Once you click refresh, all users on the account will appear. You will notice in the "Supervisors" column whether or not the individual is assigned to a supervisor. If the individual is not assigned to a Supervisor but needs to be assigned to you, click on the drop down box and select your name, then select update. You will have to click on update for each user that is being assigned to you.

*If there are searchers/supervisors that are on your active user list but are no longer employed with your agency, or who no longer need access to the account, please contact the Criminal History Inquiry Unit at 512-424-2474.