



## **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:

**Texas Department of Public Safety**  
Courtesy ~ Service ~ Protection

TXDPS.CRS | TXDPS.CRIME.RECORDS.SERVICE

[Sign in](#) | [Support](#) | [Print](#)

Sign In

User ID

Password

- [Forgot your Password?](#)
- [Forgot your User ID?](#)
- [New User Sign up](#)

**Restricted Access**

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.

This system is restricted to authorized users only. System usage will be monitored, recorded, and 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.

I agree.

USER: Anonymous (0,0) SERVER: DPSWEBB DATE:11/27/2017 8:22:49 AM LANG:ENGLISH (UNITED STATES) ORIG:SecureSite

[Accessibility](#) | [Site Policy](#) | [TRAC](#) | [TSIS](#) | [Report Fraud, Waste or Abuse](#) | [American Recovery and Reinvestment Act](#) | [Outlook Web Access](#) | [ETA Time Entry](#) | [Texas Homeland Security](#) | [Public Information Act](#) | [Contact with Texans](#) | [Español](#) | [The Governor's Committee on People with Disabilities](#) | [Personnel Complaint Process](#) | [Español](#) | [Customer Service](#) | [TSPRS](#)

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1) Log on to your DPS Secure Site Account.



**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](#)

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

**Account Management**

New User Sign up

My Account

Message Center

Help & Support

**Additional Services**

Criminal History Search

Sex Offender Registry

FACT Clearinghouse

UCR - Summary

UCR - NIBRS

Other Services & Information

**Your Contact Information**

Your Police Department

Tester,Test  
testorg1@matest.com

555 Street  
Austin, TX 78757  
HAYS COUNTY (US)

Phone: 555 555-5555  
Fax:

**Contact Information Accuracy**

- My contact information is up-to-date
- I need to update my contact information
- I need to request a company name change

[Update](#)

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.”



# Texas Department of Public Safety

## Law Enforcement Support

Crime Records Service – Access and Dissemination Bureau

Account Information

UsrId: 50164

User ID

E-Mail

E-Mail Address

[Update Email Address](#)

Phone Numbers

US Phone Number  
 International Number

Phone (Required)

Phone (Extension)

Fax

Mailing Address

US Address (Texas)  
 US Address (Non-Texas)  
 International Address

Street (Required)

City (Required)

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.”



## Texas Department of Public Safety

### Law Enforcement Support

Crime Records Service – Access and Dissemination Bureau

User Details	User Status	Supervisors	Supervision
<u>Tester_Test</u> testorg1@matest.com 555 Street, Austin, TX 78757 Phone:555 555-5555	ACTIVE	Tester,Test	Supervised by me <input type="button" value="Update"/>
<u>Two_User</u> usertwo@matest.com 555 Street, Austin, TX 78665 Phone:555 555-5555	ACTIVE	Tester,Test	Supervised by me <input type="button" value="Update"/>
<u>user_five</u> userfive@matest.com 5555 street, Austin, TX 78747 Phone:555 555-5555	ACTIVE	Tester,Test	Supervised by me <input type="button" value="Update"/>
<u>user_one</u> userone@matest.com 555 street, Austin, TX 78765 Phone:555 555-5555	INACTIVE	Tester,Test	Supervised by me <input type="button" value="Update"/>
<u>usertest_three</u> userthree@matest.com 3333 street, Austin, TX 78747 Phone:333 333-3333	ACTIVE	Tester,Test	Supervised by me <input type="button" value="Update"/>

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.