

# Juvenile Information Sharing (JIS) Frequently Asked Questions

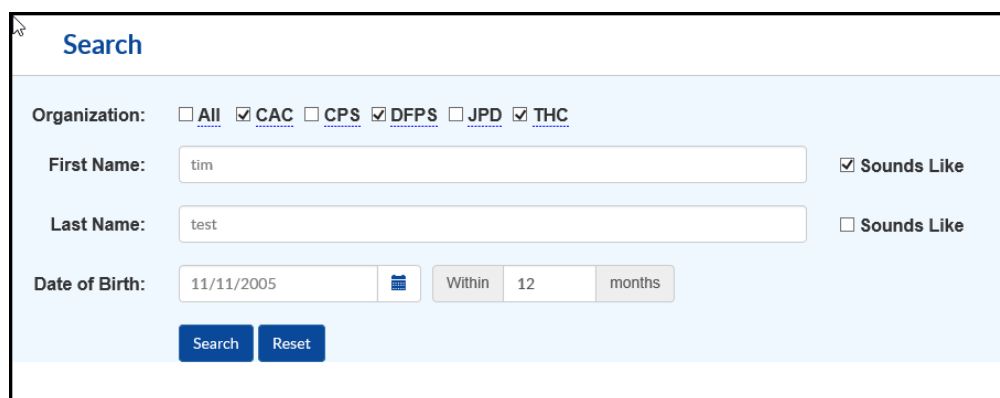
## Overview

This document provides answers to frequently asked questions concerning the Juvenile Information Sharing (JIS) system, including information on:

- Client Search
- Reports
- Security
- Access to the system

## How do I search for client information from another organization?

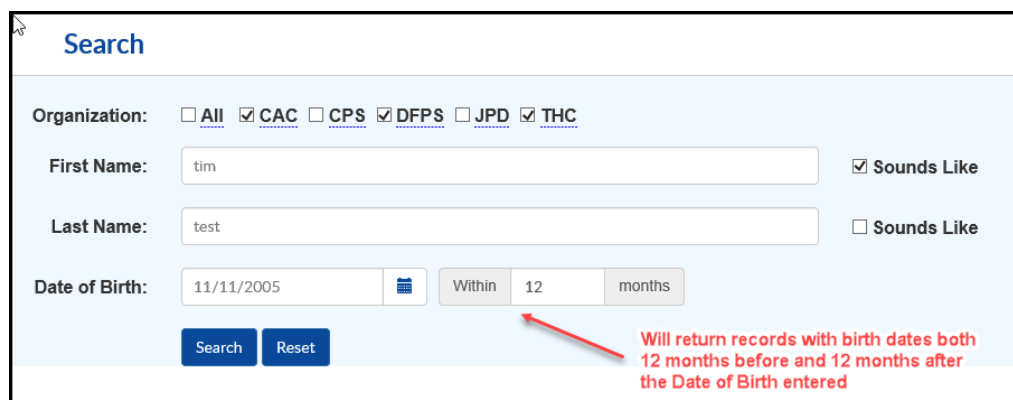
On the **Search** page, select all the organizations you wish to search. Enter information in the **First Name** and/or **Last Name** fields. To expand the number of records returned, click the **Sounds Like** check box to the right of the **Name** fields. Click **Search** to view all the associated records.



The screenshot shows the 'Search' interface. At the top, the title 'Search' is displayed. Below it, the 'Organization:' section has radio buttons for 'All', 'CAC', 'CPS', 'DFPS', 'JPD', and 'THC'. The 'CAC', 'DFPS', and 'THC' options are selected. There are two text input fields: 'First Name:' with the value 'tim' and 'Last Name:' with the value 'test'. To the right of each name field is a 'Sounds Like' checkbox, which is checked for the first name and unchecked for the last name. Below the name fields is the 'Date of Birth:' section, featuring a date input field with '11/11/2005', a calendar icon, and a range selector with 'Within', '12', and 'months' options. At the bottom are 'Search' and 'Reset' buttons.

## How do I search for a Date of Birth date range?

Perform a client search just as you normally would but enter a date in the **Date of Birth** field (you can click the **Calendar** icon next to the field to select a date). Enter the number of months in the **Within/Months** field to create a search range both before and after the **Date of Birth** entered. Click **Search**; results will include all records in which the birthdate of the client is within the range selected.



This screenshot is identical to the one above, but includes a red arrow pointing to the '12' in the 'Within 12 months' field. A red text box at the bottom right contains the following text: 'Will return records with birth dates both 12 months before and 12 months after the Date of Birth entered'.

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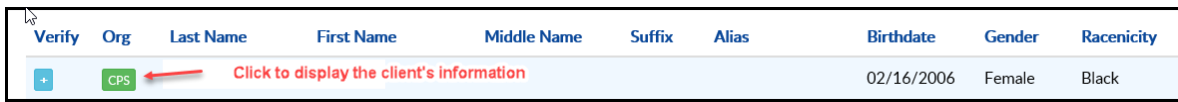
## How do I open a client record?

Once you have performed a search, click the box in the **Verify** column to display the record.

If you are an authorized agent for the organization serving the client, click the checkbox next to **"I certify..."** and then click **Certify**.



The **Search** results page is displayed with the organization name highlighted in green. Click the organization name to display all the information associated with that client. Click **Back to Search Results** to return to the Search page. (Names are redacted in the sample below):



## How often are records updated?

Records are updated on a nightly basis by the participating agencies.

## How confidential is the information I access in JIS?

The data in JIS is accessible only by personnel authorized by the Agency Administrators. It contains protected health information. Unauthorized use and/or misuse of the data is subject to civil and criminal penalty.

## Does JIS store the records?

No. Juvenile information is uploaded nightly by the participating agencies. JIS simply displays the uploaded information.

## What should I do if I find incorrect information?

Contact the Administrator associated with the agency providing the information in question. You can find your Administrator name on the JIS start page.

# Juvenile Information Sharing (JIS) Frequently Asked Questions

## How do I run a Logins Report?

If you have the proper permissions, you can access a **Logins** report that shows the name and IP address of anyone in your organization who has logged into the JIS system, along with the date/time they logged in. Click **Reports** in the top ribbon of the JIS page to access the **Reports** page. Click **Logins Report** to access the **Logins Data** page. Once there, you can filter the report using various methods:

- entering a date range,
- selecting the user to search, or
- choosing the type of login event.

Once you have selected all the filtering criteria, click **Search**. You can download the results by clicking the **Csv**, **Excel**, or **Pdf** button. Click **Search** or **Reports** to exit the page.

The screenshot shows the 'Logins Data' interface. At the top, there are search filters: 'From' (03-30-2020), 'To' (04-06-2020), 'Organization' (empty), 'Who' (Any), and 'Login Events' (Forms Login, LogOut, Forms Login Attempt). Below the filters are 'Search' and 'Reset' buttons, and 'Csv', 'Excel', and 'PDF' download buttons. The table below has columns: 'When', 'Display Name', 'What', and 'From Where'. The table contains two rows of data, both with red text indicating that names and IP addresses are redacted.

When	Display Name	What	From Where
04/06/2020 02:23:01 PM	Names of your organization's users appear here	Forms Login	Their IP addresses appear here
04/06/2020 09:20:16 AM	Names of your organization's users appear here	Forms Login	Their IP addresses appear here

# Juvenile Information Sharing (JIS) Frequently Asked Questions

## How do I run a Queries Report?

If you have the proper permissions, you can access a **Queries** report that shows the name of anyone in your organization who has queried the JIS system, along with the client they queried and the date/time they ran the query. Click **Reports** in the top ribbon of the JIS page to access the **Reports** page. Click **Queries Report** to access the **Queries Data** page. Once there, you can filter the report using various methods: entering a date range, selecting the user's or client's agency, selecting the category queried, or choosing the type of login event.

Check **Include Users** to display the user names in the Search results. Check **Include Clients** to display the client names in the Search results. Check **Show Each View** to display the date each query was executed; unchecking this box will display only the total number of queries run by that user.

Once you have selected all the filtering criteria, click **Search**. You can download the results by clicking the **Csv**, **Excel**, or **Pdf** button. Click **Search** or **Reports** to exit the page.

The screenshot shows the 'Queries Report' interface. At the top, there are date range filters: 'From: 03-30-2020' and 'To: 04-06-2020'. Below these are checkboxes for 'User's Agency' (All, CAC, CPS, DFPS, JPD, THC) and 'Client's Agency' (All, CAC, CPS, DFPS, JPD, THC). The 'Category' filter is set to 'social'. There are also checkboxes for 'Include Users' and 'Include Clients'. At the bottom of the filter section are 'Search' and 'Reset' buttons, and on the right, 'Csv', 'Excel', and 'PDF' download buttons. Below the filters is a table with the following data:

User Org Id	Category	Views	Client Org Id
CPS	Social	1	CPS
CPS	Social	2	THC
DAS	Social	1	CPS
SHF	Social	3	CPS
SHF	Social	1	THC

## How do I request access for another employee?

Contact the Administrator associated with your agency to request access. You can find your Administrator name on the JIS start page.

## How do I log out of the JIS system?

Click **Logout** at the top right of the JIS page.