

SUBSCRIPTION APPLICATION MANAGER

AGENCY ADMIN GUIDE Version 1.0

Table of Contents

1. INTRODUCTION

1.1 Disclaimer……p.3
1.2 Terminology……..p.4
1.3 What is SAM? ……p.4

2.0 ACCESSING SAM

2.1 First Time Logon……...p.5
2.2 Confirm Account / Change Password……....p.6
2.3 Logging into the system……p.8
2.4 Entering the DPSCS application portal……..p.9
2.5 Entering SAM to access functions…….....p.11
2.6 Logging out of SAM……..p.14

3.0 AGENCY USER FUNCTIONS

3.1 Authorization Roster……p.15
3.2 Employee/Licensee Roster……p.19
3.3 Manage Users……p.23
3.3-1 Agency Admin ……...p.23
3.3-2 Agency Users……..p.23
3.3-3 Adding Users……..p.25
3.3-4 Removing a User/ Changing a User level……...p.32
3.4 Reports……p.36

1.0 INTRODUCTION

1.1 DISCLAIMER

When using the Subscription Application Manager (SAM), you are accessing a State of Maryland Government information system. This information system is provided for authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following: You have no reasonable expectation of privacy regarding any communications transmitted through or data stored on this information system. At any time, the government may monitor, intercept, search and/or seize data transiting or stored on this information system. Any communications transmitted through or data stored on this information system may be disclosed or used for any authorized purposes only.

1.2 TERMINOLOGY USED IN THIS MANUAL

CJIS-CR - Criminal Justice Information System – Central Repository

DPSCS – Department of Public Safety and Correctional Services

ITCD- Information Technology and Communications Division

Rap Back - Record of Arrest and Prosecution Background

SAM- Subscription Application Manager

Agency Admin- managers, supervisors or human resources personnel employed by the agency

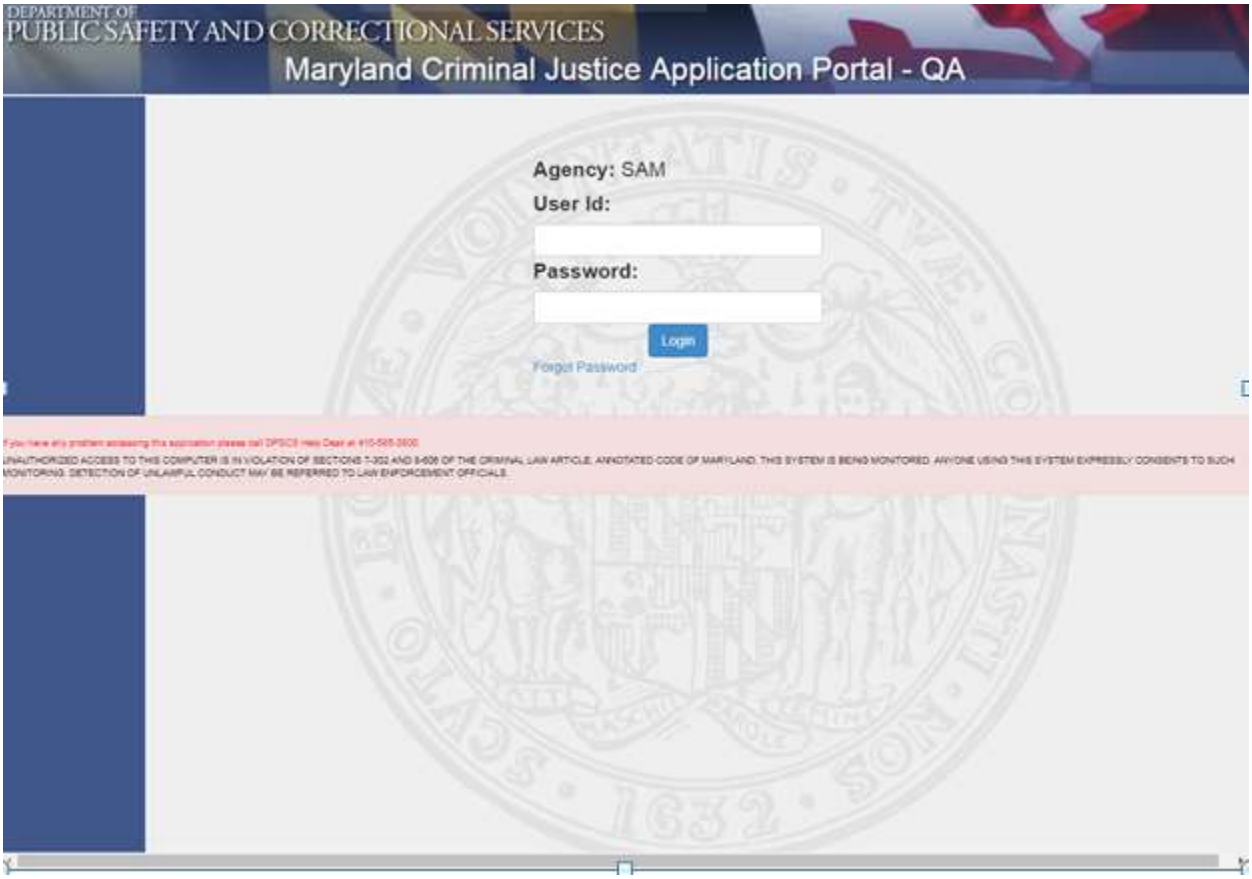
1.3 WHAT IS SAM?

SAM is the online subscription application manager module for the upcoming Rap Back program. The Rap Back program is an optional service that enhances public safety by allowing authorized agencies to receive an automated notification when a subscribed individual is fingerprinted due to a qualifying event, such as an arrest or prosecution. SAM allows the employer or licensing agency to maintain its own employee/licensee roster of individuals that have been enrolled into the Rap Back program.

2.0 ACCESSING SAM

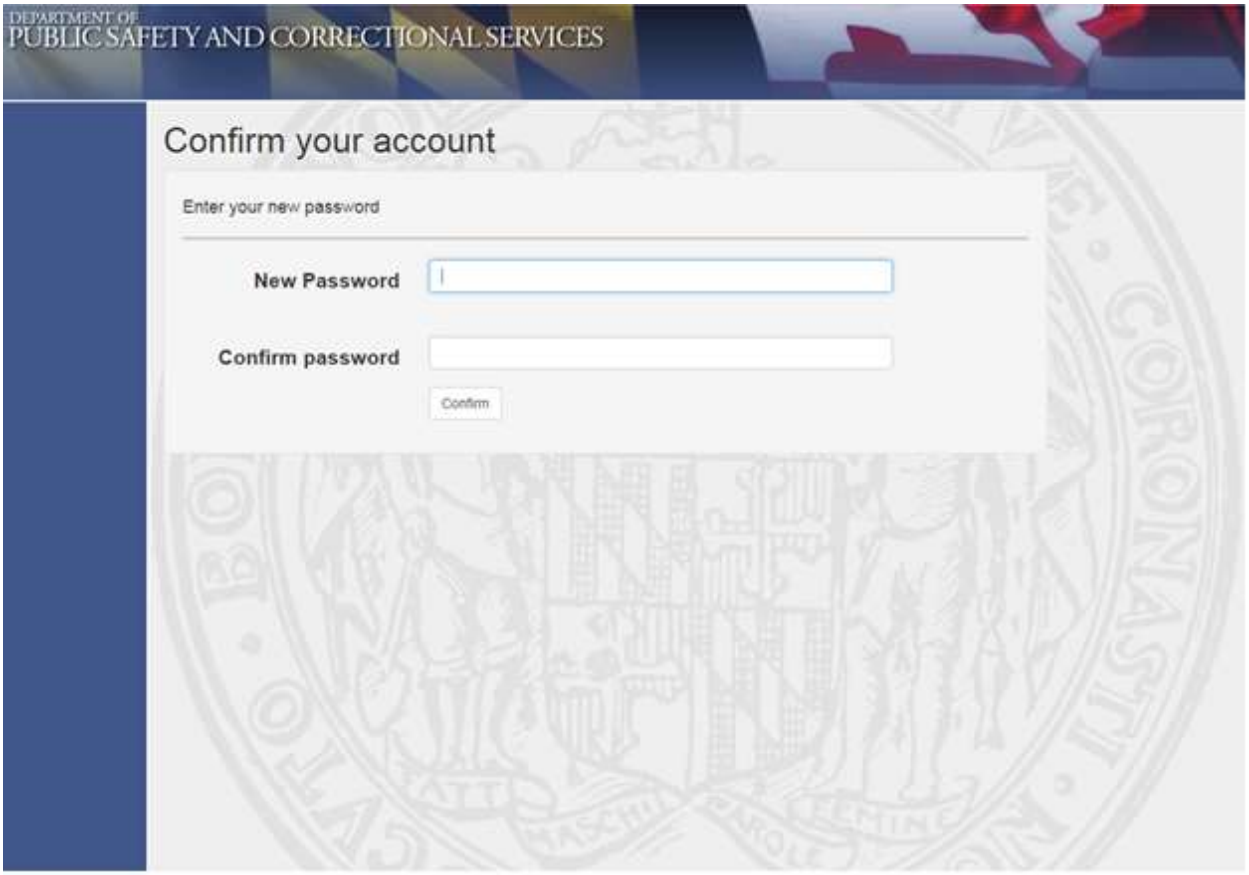
2.1 FIRST TIME LOGON

The Agency Admin will receive an email link which will connect them to the following webpage. Enter your email address and the temporary password that was assigned in the notification email. Your email address will be your User ID.

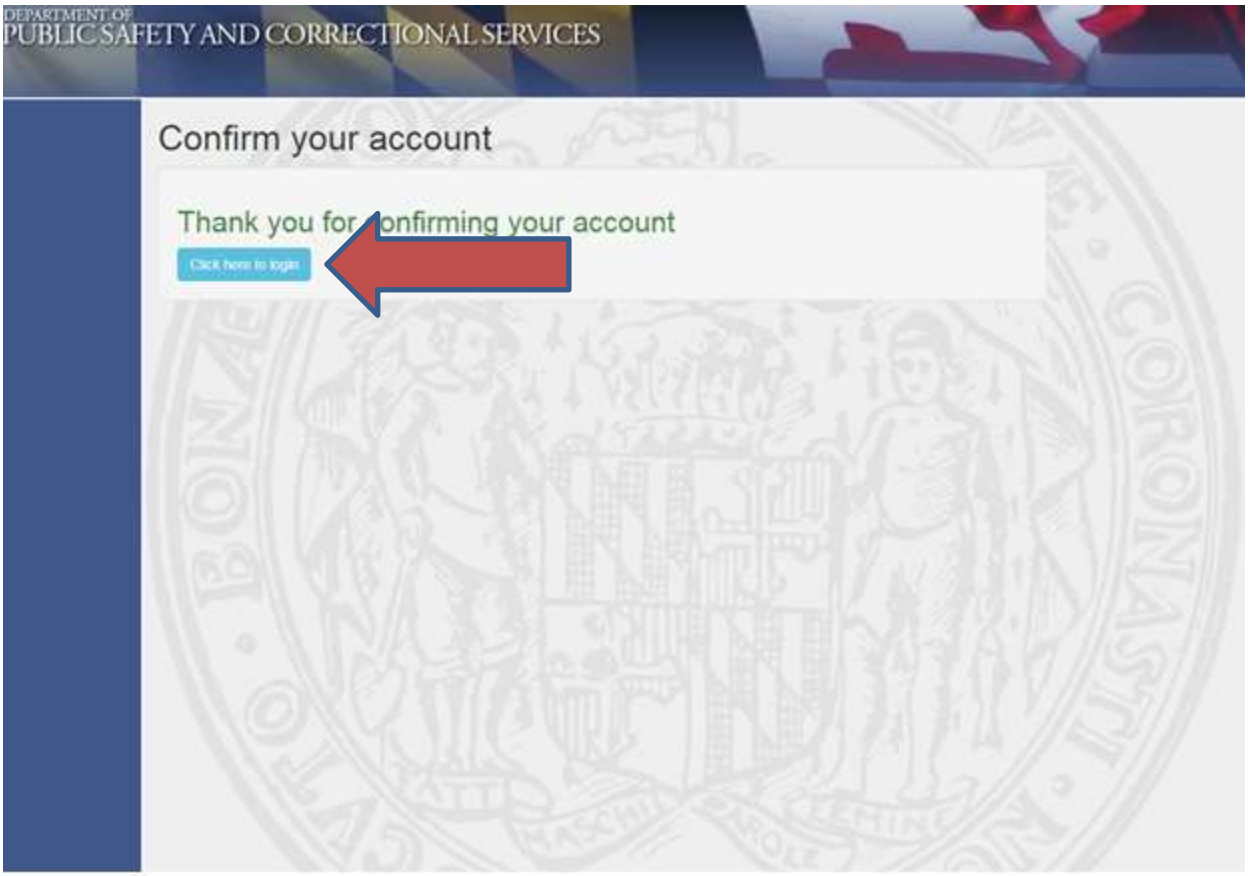


2.2 CONFIRM ACCOUNT/CHANGE PASSWORD

The following page will open to confirm your account. Enter a new password and confirm it by entering it again and click on the 'Confirm' button.



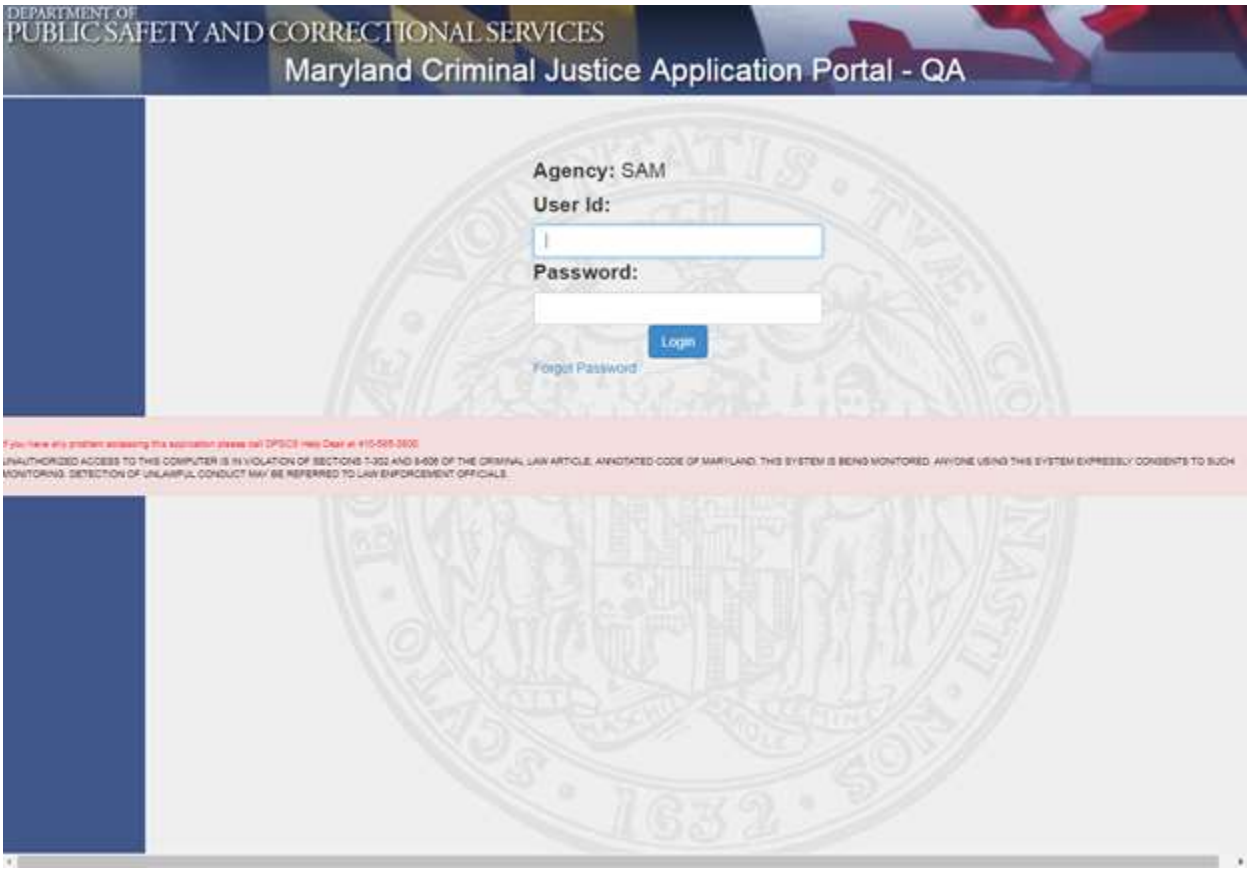
The following response screen indicates that your new account was successfully confirmed. Click on the ‘click here to begin’ button.



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2.3 LOGGING INTO THE SYSTEM

You will be prompted to logon with your User ID (email Address) and the password you have created. Enter the User ID and password and then click on the 'Logon' button. If you have forgotten your password, click the 'Forgot Password' link and a temporary password will be emailed to the email account on file.

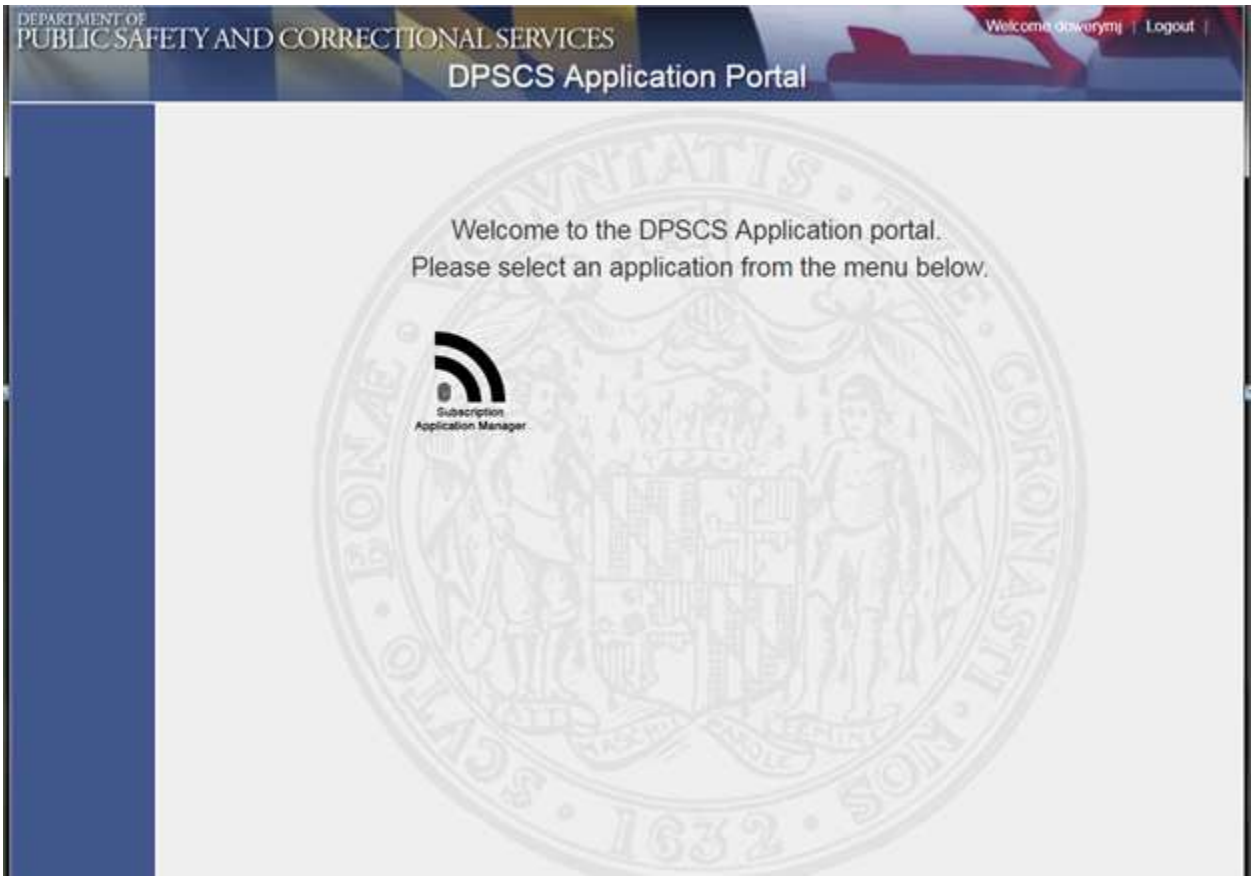


2.4 ENTERING THE DPSCS APPLICATION PORTAL

Once you are logged into the DPSCS Application Portal disclaimer page will appear. Please read it and accept it to access the system.

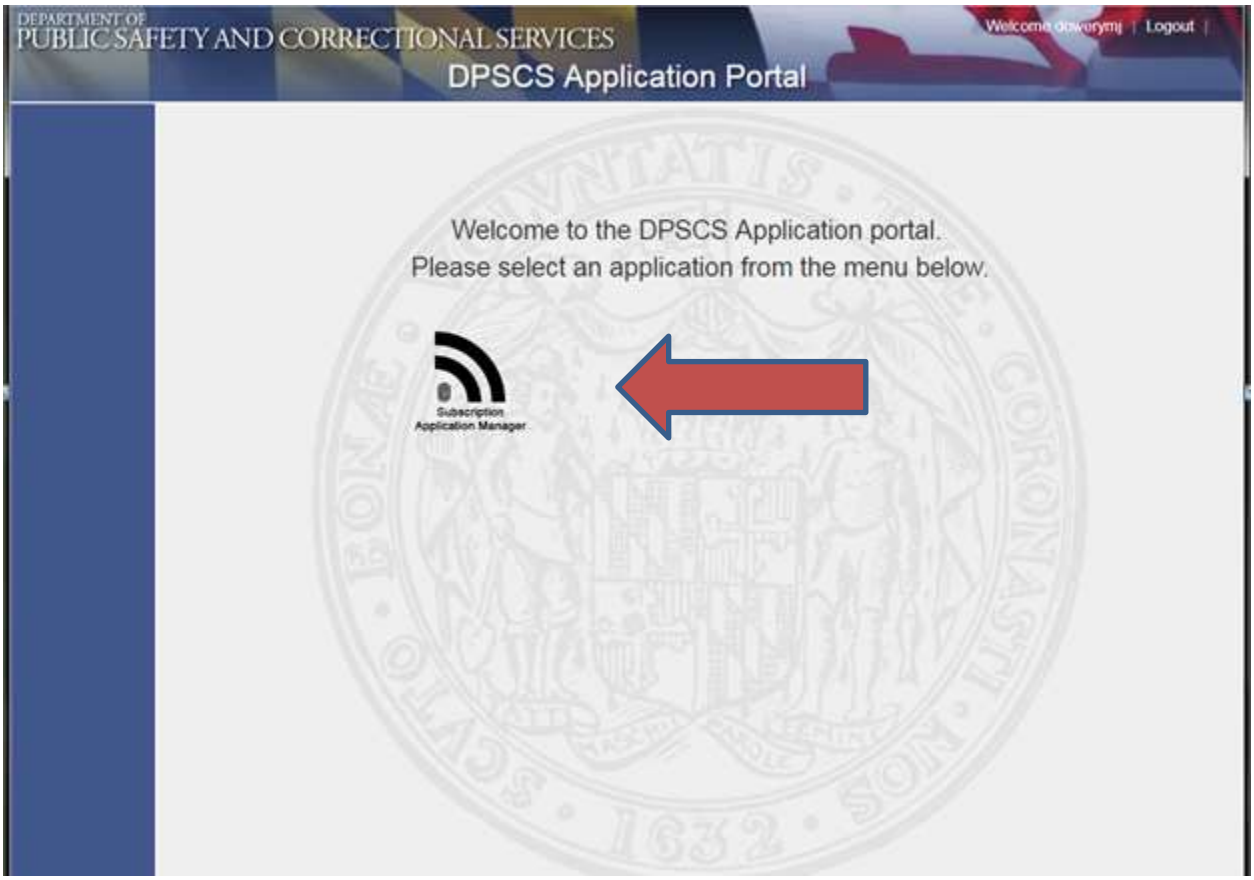


You are now in the DPSCS application portal. You will see a welcome message to include your user ID (email address) in the upper right corner of the screen. You will also see the SAM icon.

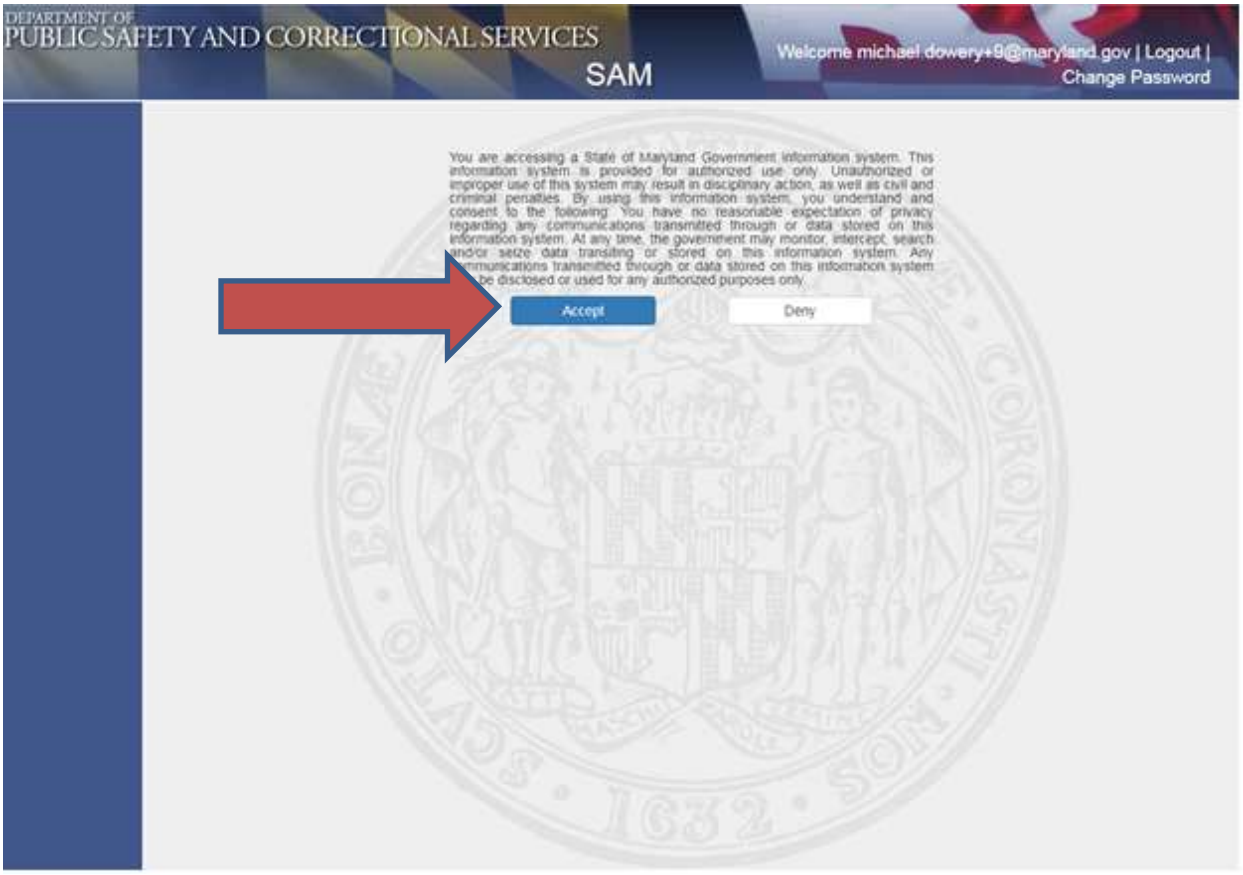


2.5 ENTERING SAM TO ACCESS FUNCTIONS

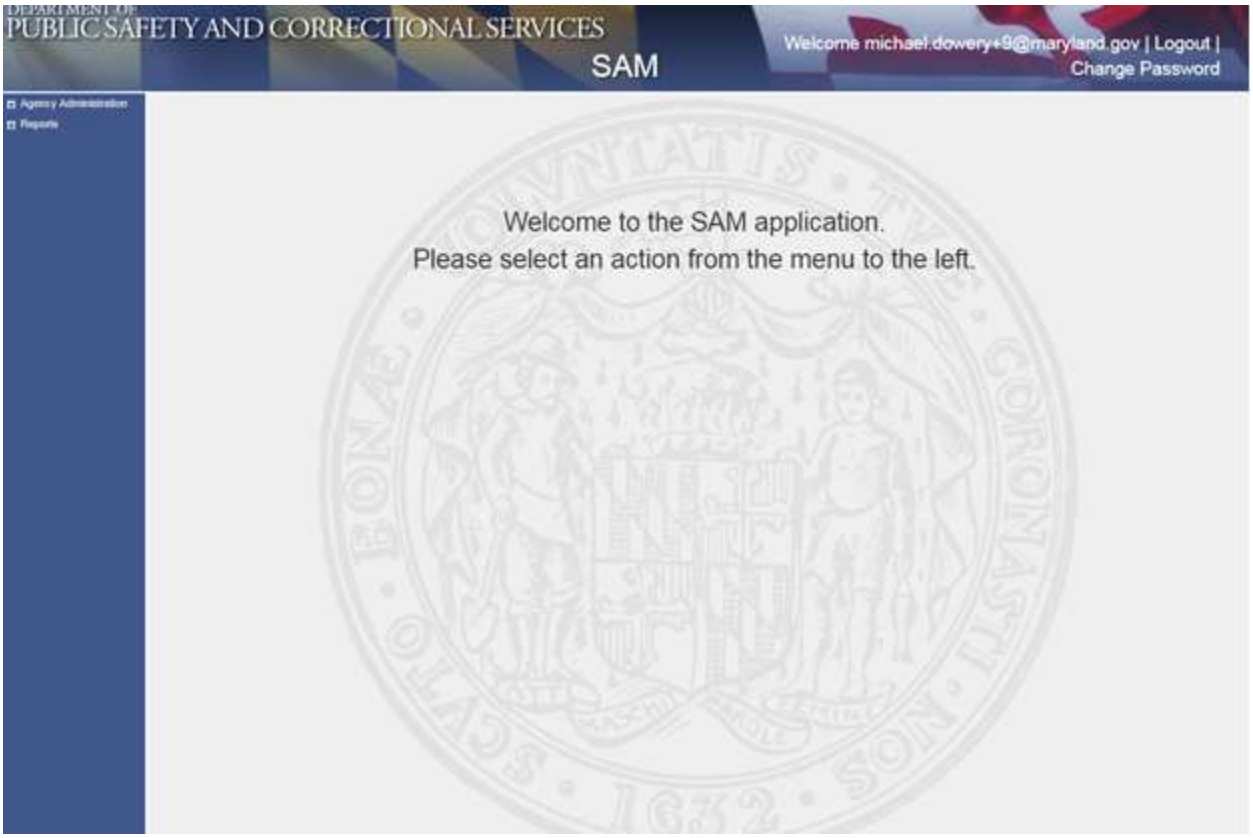
Click on the SAM icon to enter the SAM application.



You are now in the SAM application. Please read the SAM disclaimer and click the ‘Accept’ button to continue.

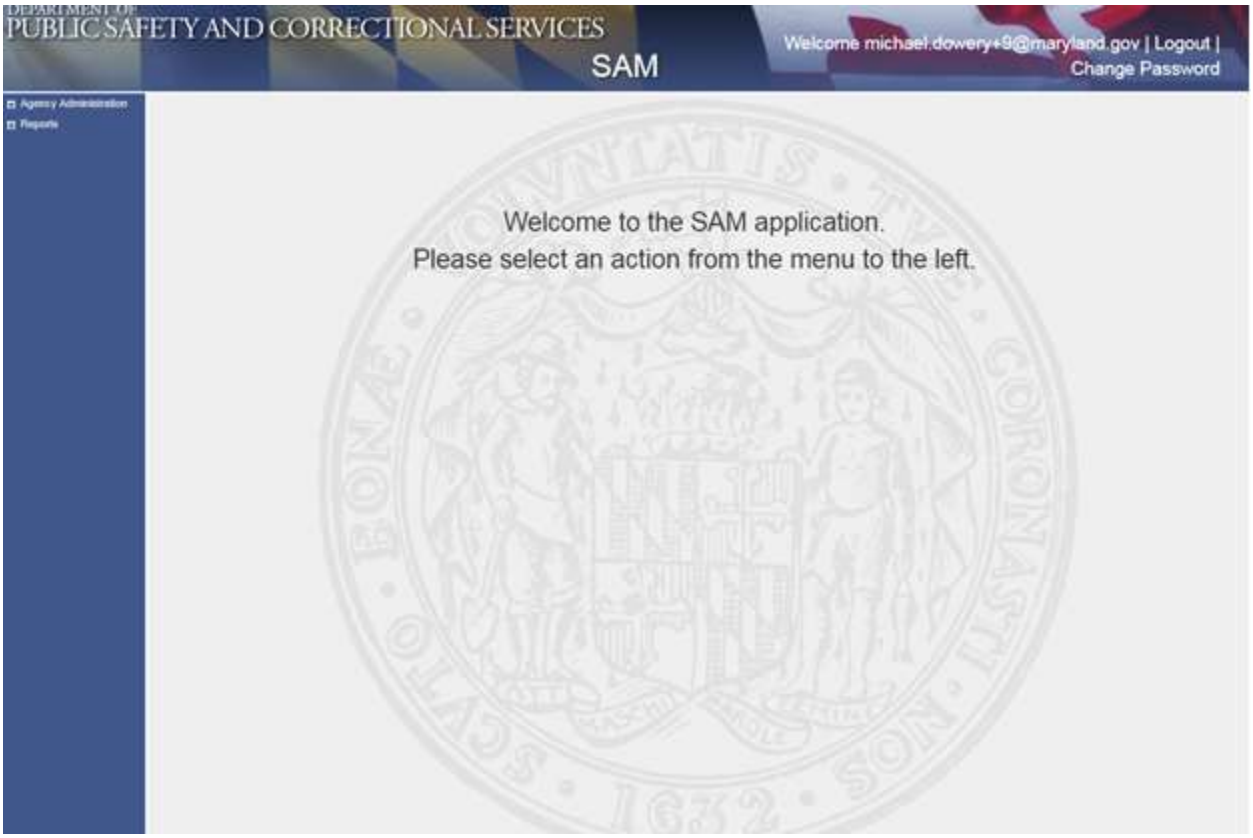


You are now in the main SAM applications window. From the main SAM window you can access the menu of functions located on the upper left corner of the window (See Section 3 for Agency User Functions). You can also log out of SAM by clicking the 'Logout' link in the upper right corner of the window.



2.6. LOGGING OUT OF SAM

You can log out of SAM from nearly any open SAM window by clicking on the 'Logout' link in the top right corner. You may also have to log out of the DPSCS portal by repeating the process.



Note: it is important that you log out of SAM and the DPSCS portal anytime that you are not directly using the applications.

3.0 AGENCY USER FUNCTIONS

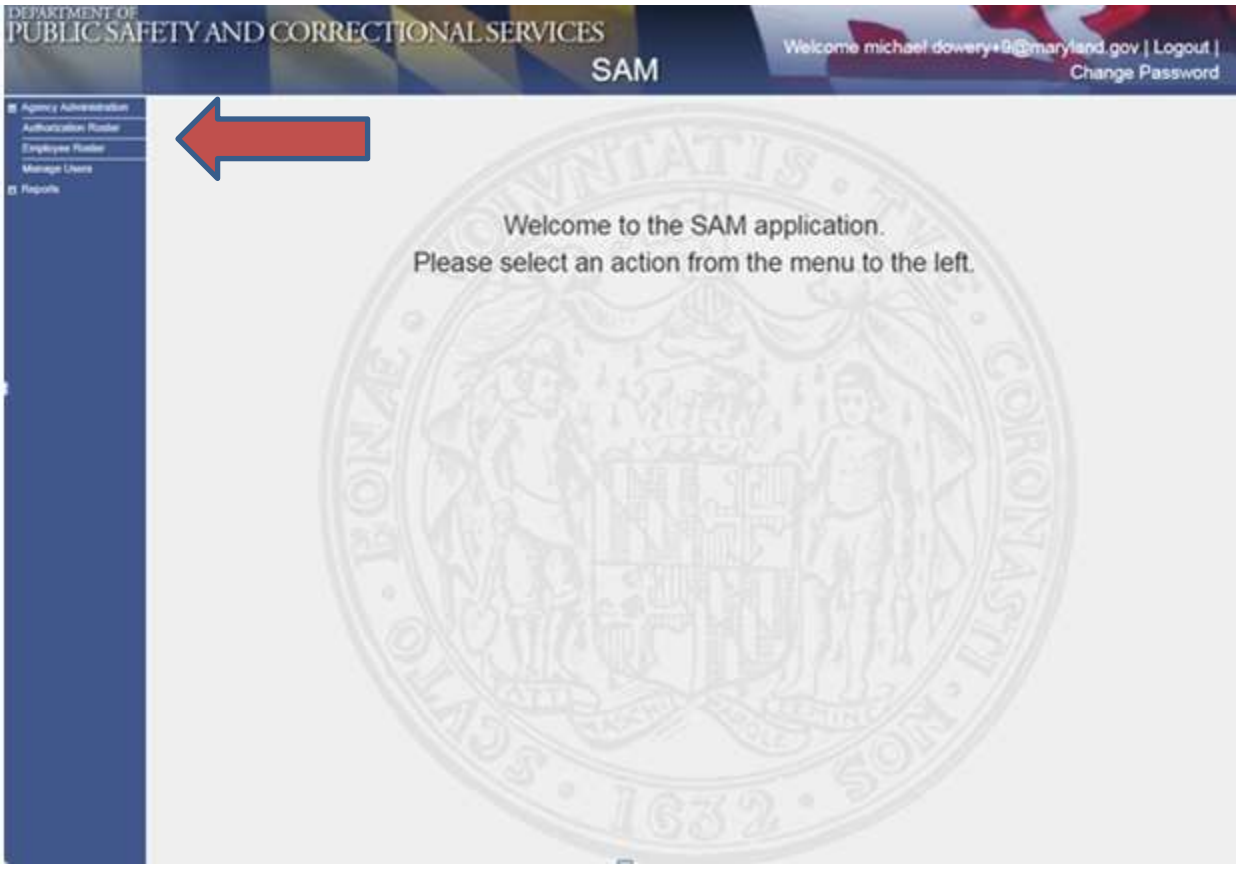
3.1 AUTHORIZATION ROSTER

The Authorization Roster is a list of potential employees/licensees who have been fingerprinted under the agency's authorization number. The Authorization Roster allows you to indicate your employment/licensing decision. An approved employee/licensee will be moved to the Employee/Licensee Roster as an active employee/licensee. Active employees/licensees are subject to the automatic notification process of the Rap Back system. Choosing not to hire/license an individual in the Authorization Roster will cause the individual to be removed (dropped) from your roster.

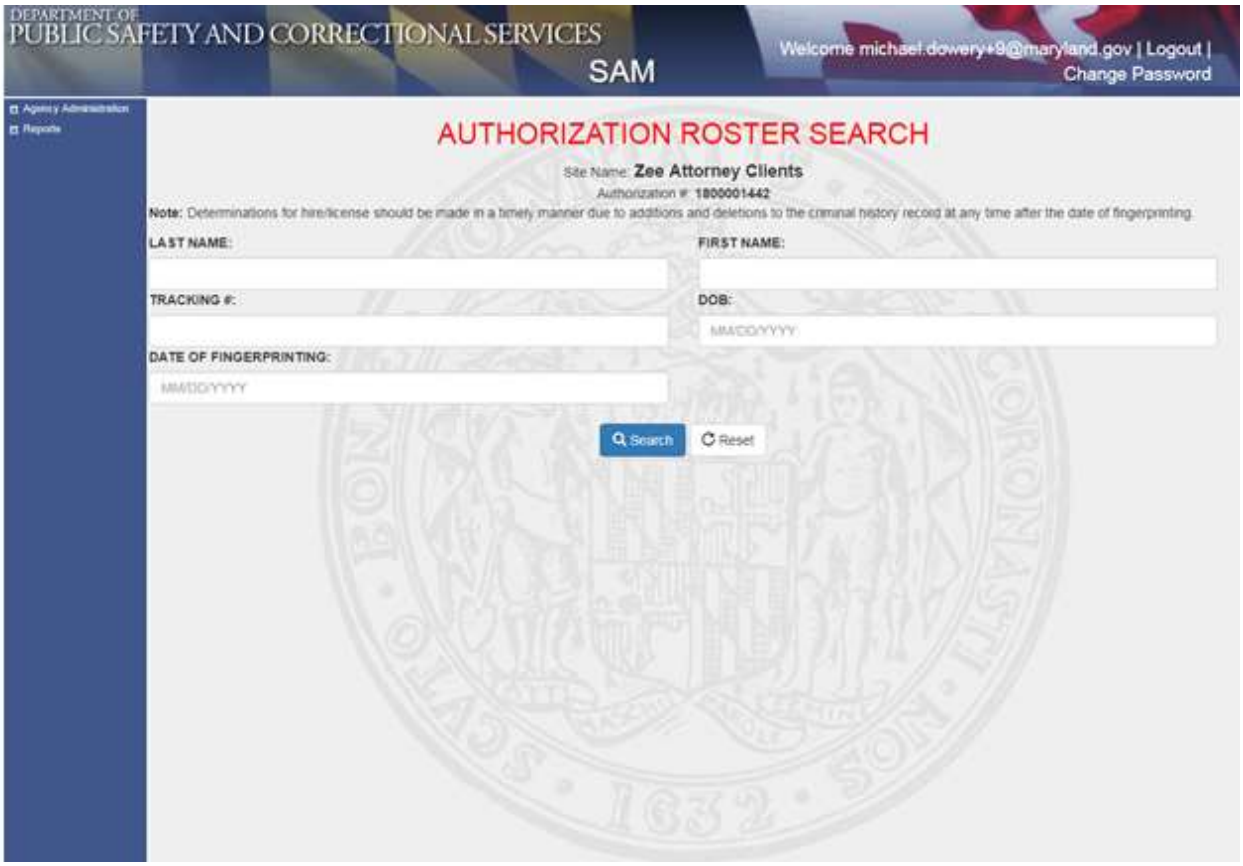
Anyone removed from your Authorization Roster or Employee/Licensee Roster will require a new set of Live Scan fingerprints in the event that a later decision is made to hire or re-employ that individual.



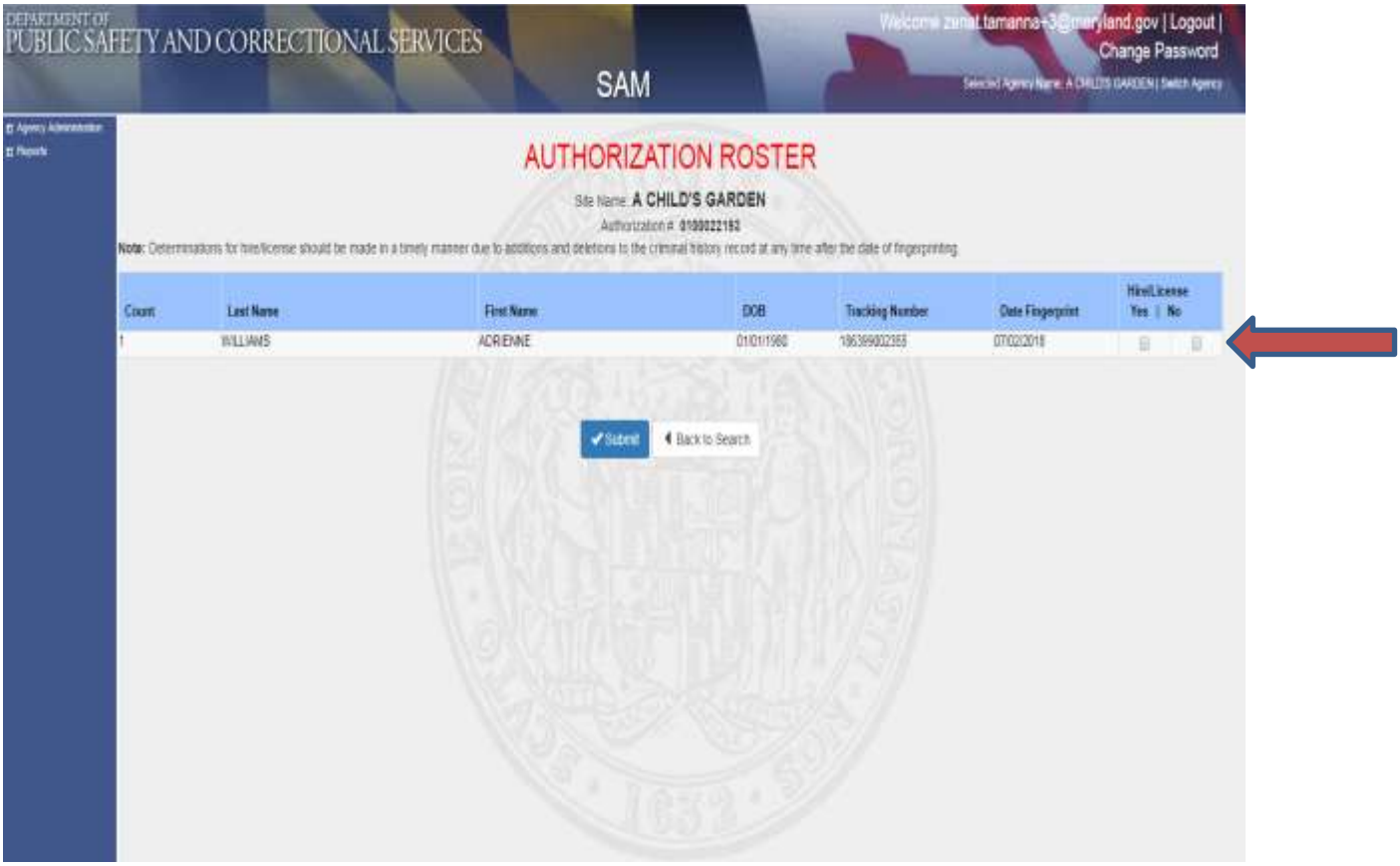
The menu of options for agency users is located in the upper left corner of the window. To access the Authorization Roster click on the plus (+) sign to the left of the 'Agency Administration' link. The menu will expand and include an 'Authorization Roster' link. Click on the 'Authorization Roster' link and the 'Authorization Roster' search screen will be displayed.



You may search your Authorization Roster by using any of the fields listed in the window to locate the name of the individual waiting for your hiring/licensing decision.

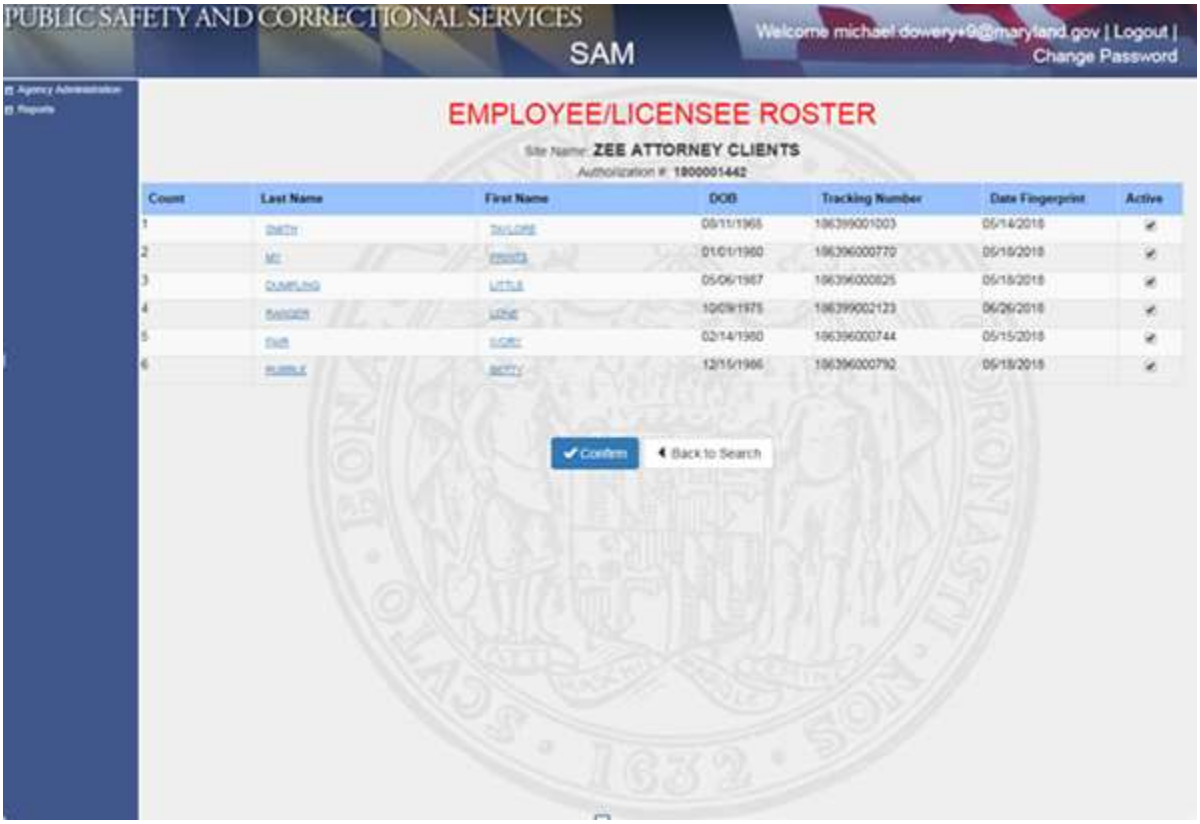


Locate the name of the individual you are ready to hire/license or have decided not to hire/license. Click on the appropriate selection in the same row as their name (Yes or No). Clicking 'Yes' will move the individual's name from the Authorization Roster to your active Employee/Licensee Roster. Clicking 'No' will cause the individual's name to be removed from your roster of potential employee/licensee. ***Removal from the roster is final***.

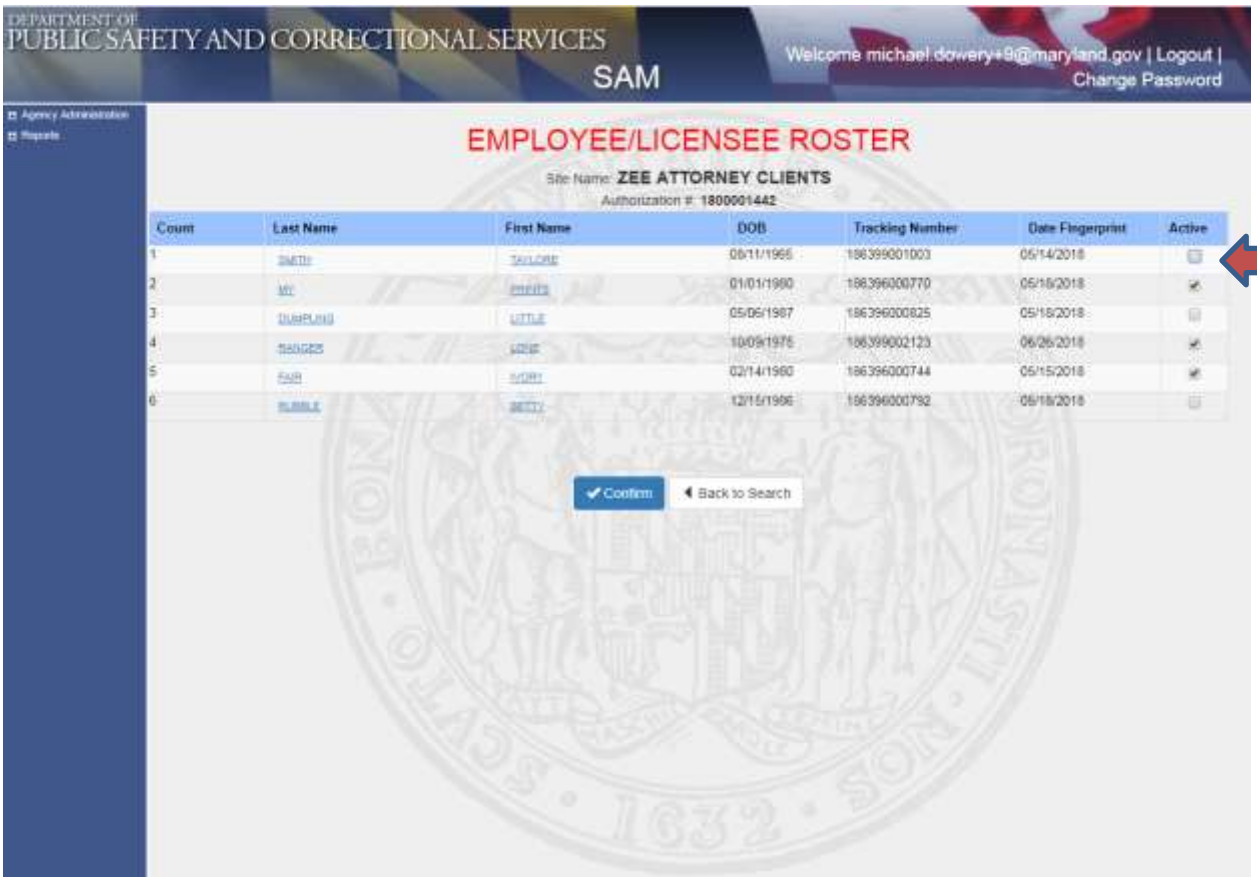


3.2 EMPLOYEE/LICENSEE ROSTER

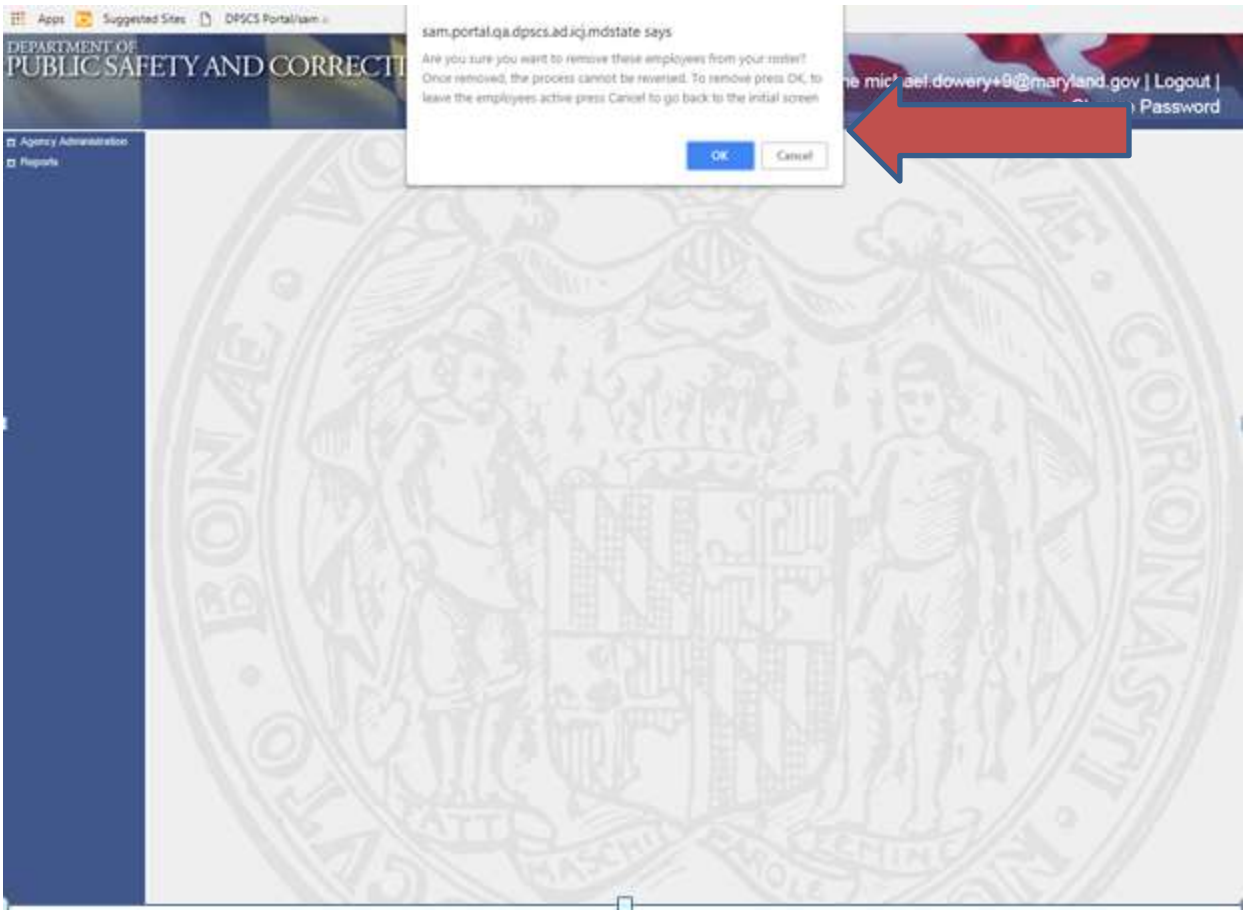
The Employee/Licensee Roster is a listing of all of your active employees/licensees who have been cleared to work at your agency. Active employees/licensees have a check mark in the "Active" column of the row where their name appears. Automated background notifications are available for all active employees/licensees depending on the Rap Back subscription level of your agency.



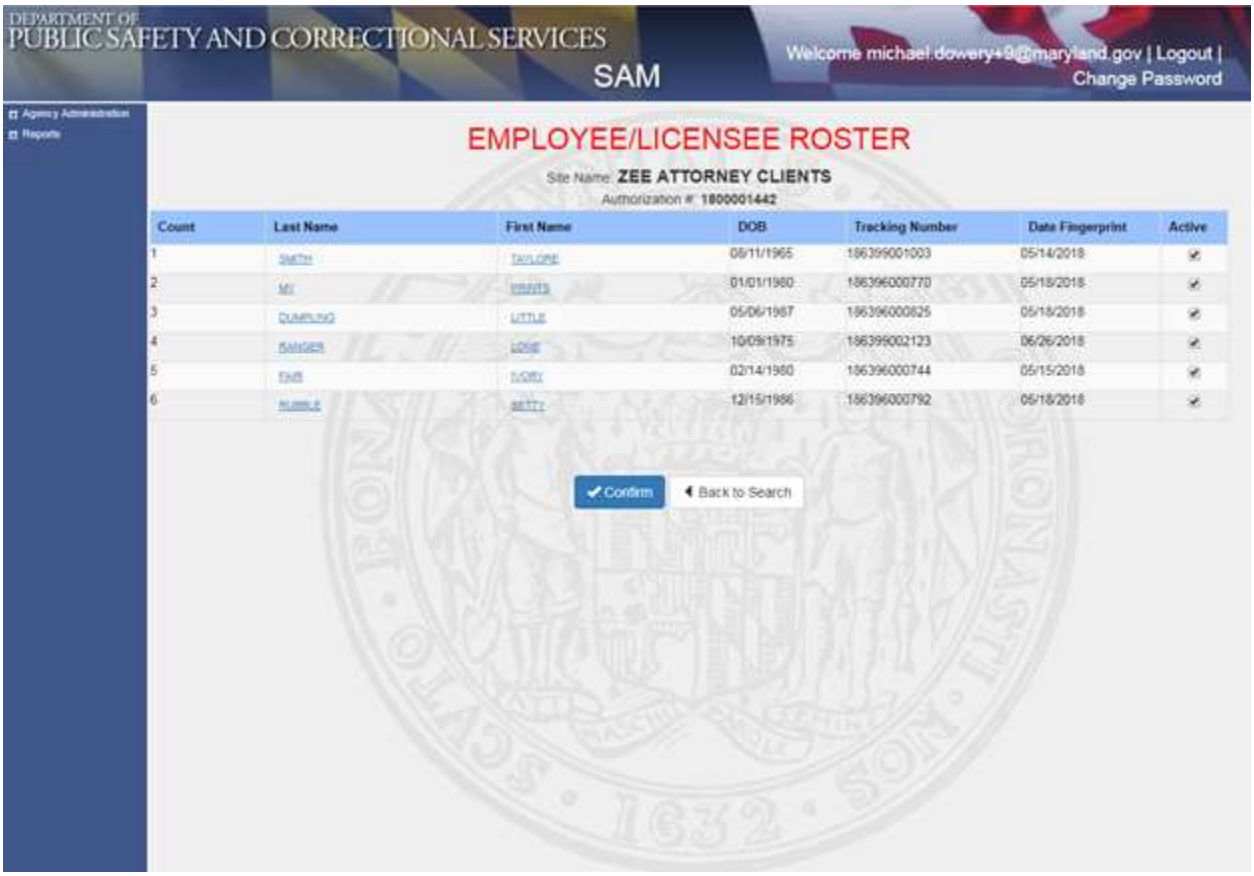
To deactivate an employee/licensee, uncheck their ‘Active’ checkbox and then click on the ‘Confirm’ button. Deactivating an employee/licensee will remove the individual from your roster. Once deactivated, your agency will no longer receive automated background notifications for that individual.



As a safety measure, a warning window will appear before an employee/licensee is fully deactivated. Click the "Cancel" button to cancel the deactivation of the employee/licensee. Click the blue 'OK' button to proceed with the deactivation. Clicking the 'OK' button on the warning window will remove them from your employee/licensee roster. ***Removal of an individual from the roster is final***. Once an employee/licensee is deactivated, a new livescan fingerprinting transaction is required to re-hire or re-employ/re-license the individual.



Confirm your current employee/licensee roster by going back to the employee/licensee roster to view your list of employees/licensee.



3.3 MANAGE USERS

The "Manage Users" menu selection allows the agency to manage those individuals they designate within their organization as SAM admins and users. SAM admins and users are managers, supervisors or human resources personnel employed by the agency. There are two (2) levels of SAM users, as follows:

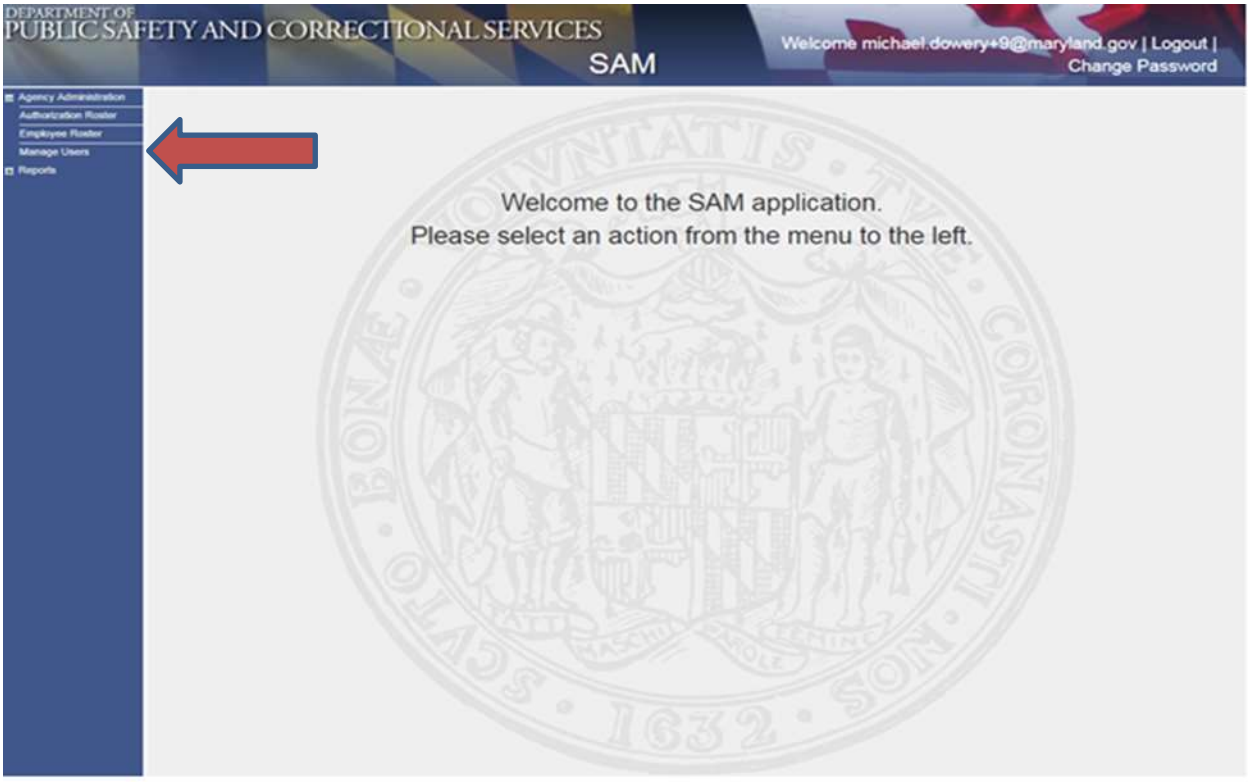
3.3-1 AGENCY ADMIN- Agency Admins can make hiring/licensing decisions and can deactivate employees. They can also assign user roles in the manage users module.

3.3-2 AGENCY USER – Agency Users only have access to review the employee roster and fingerprint activity report.

Accessing the "manage users" module is done by clicking on the plus (+) sign to the left of the 'Agency Administration' link. The menu will expand and include the 'Manage Users' link.



Click on the ‘Manage Users’ link and the roster of current users will be displayed.

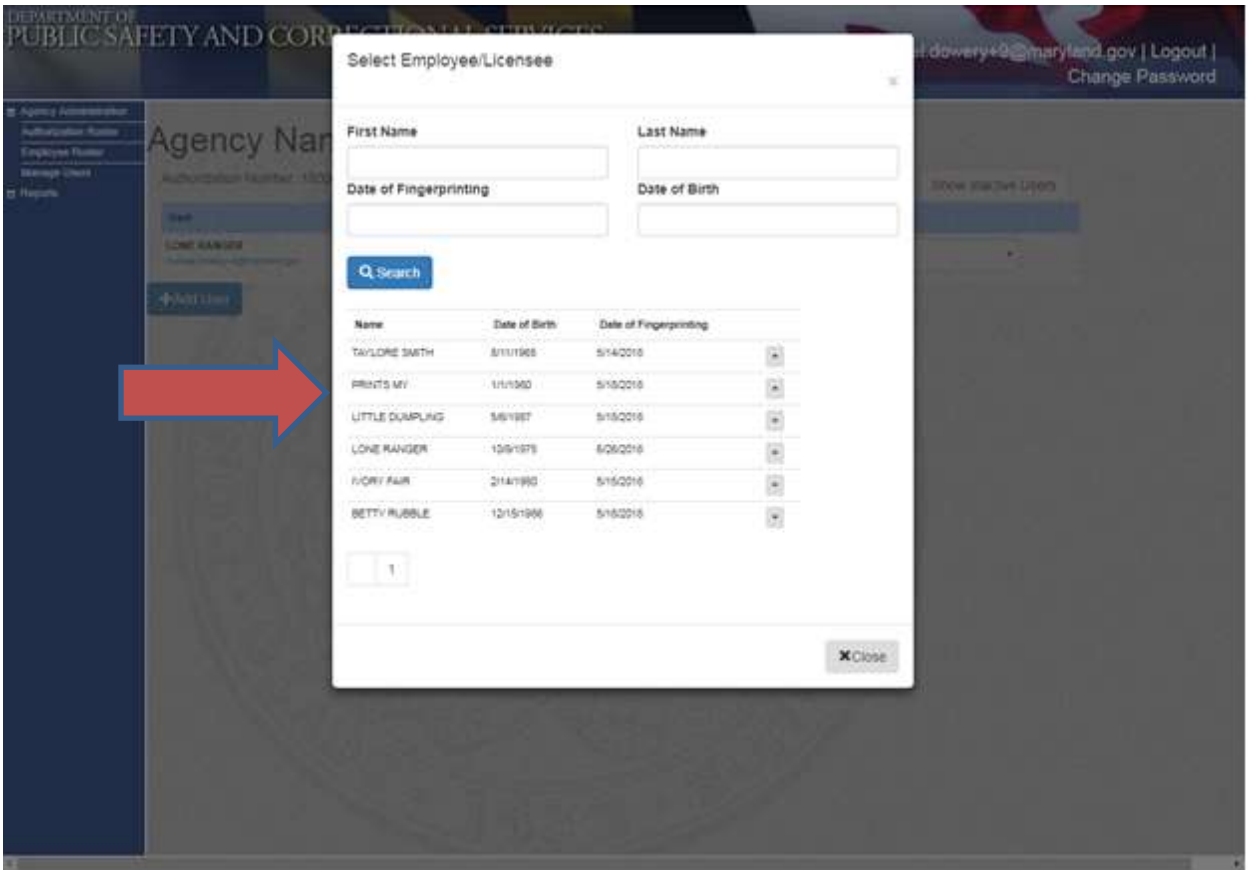


3.3-3 ADDING USERS

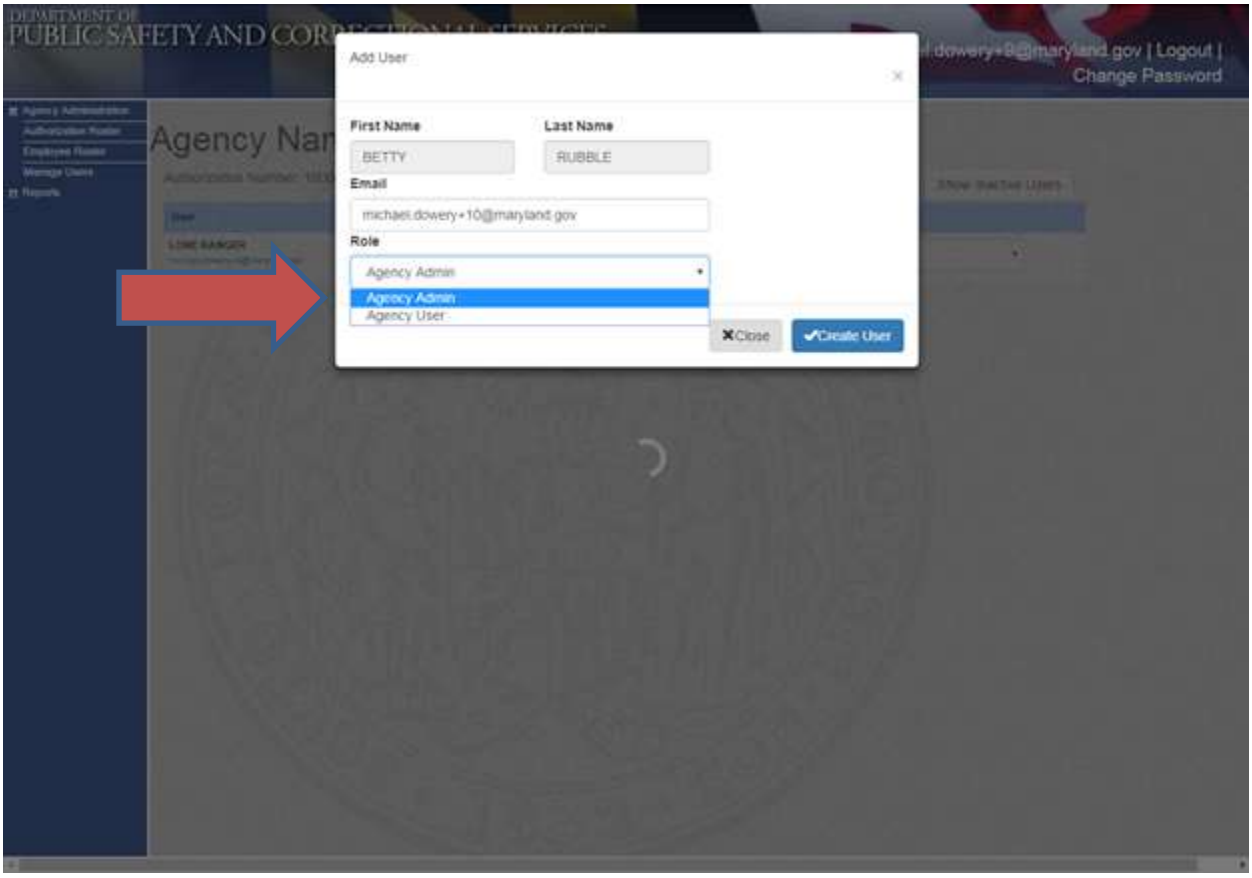
Click on the ‘Add User’ button.



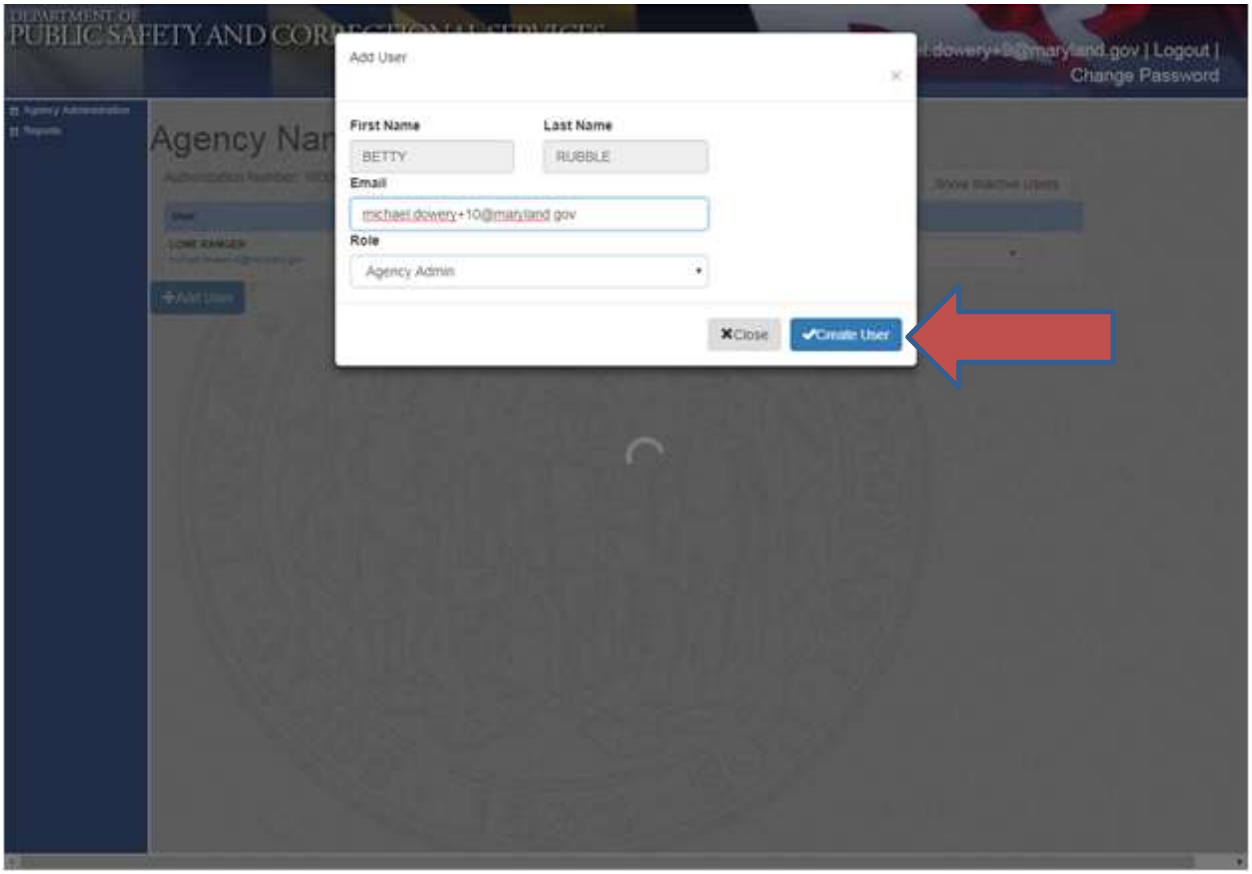
A window will open with a list of your active employees/licensees. Select the employee that you want to add as a user. You can also search using any of the available fields on the window.



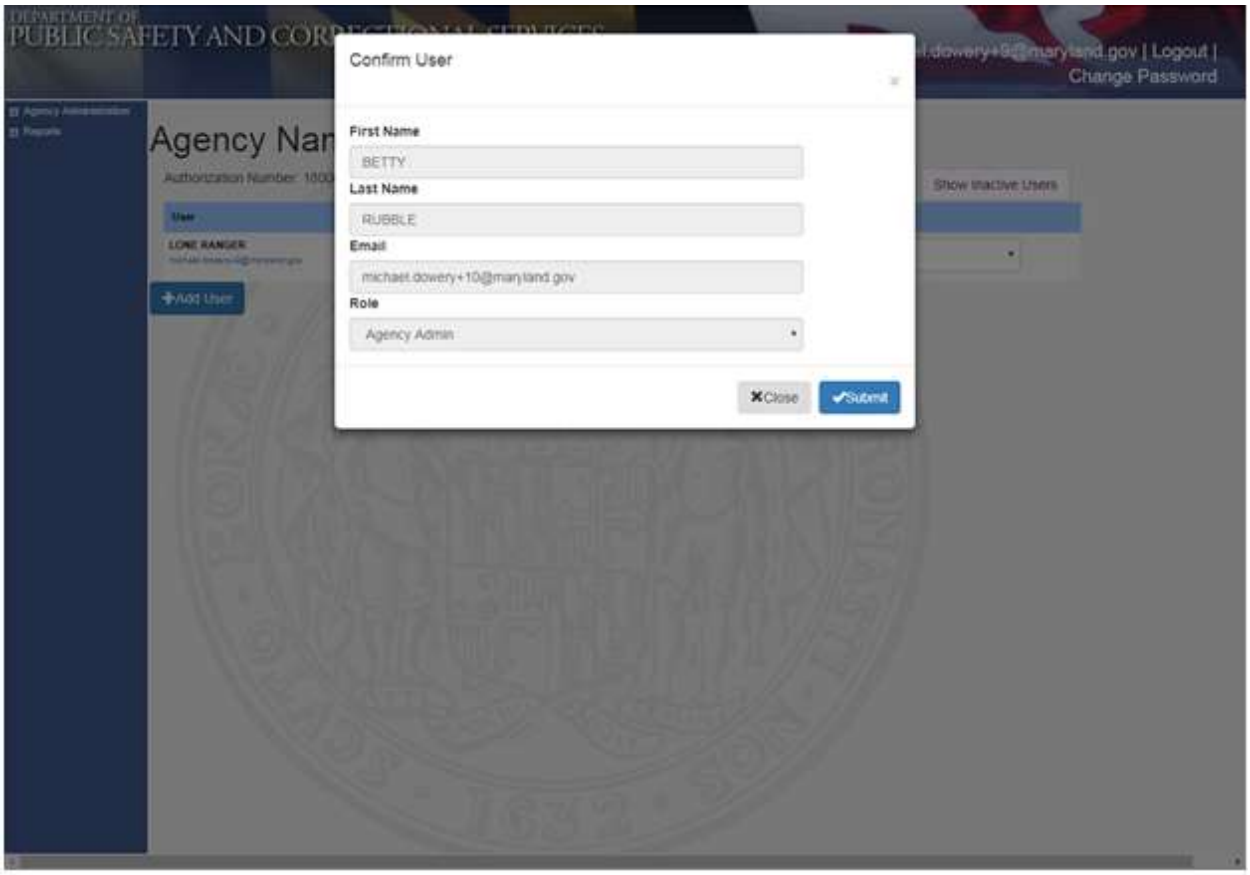
Once an employee/licensee is selected their name will appear in the ‘add user’ window. Enter their email address and choose the appropriate role (Agency Admin or Agency User).



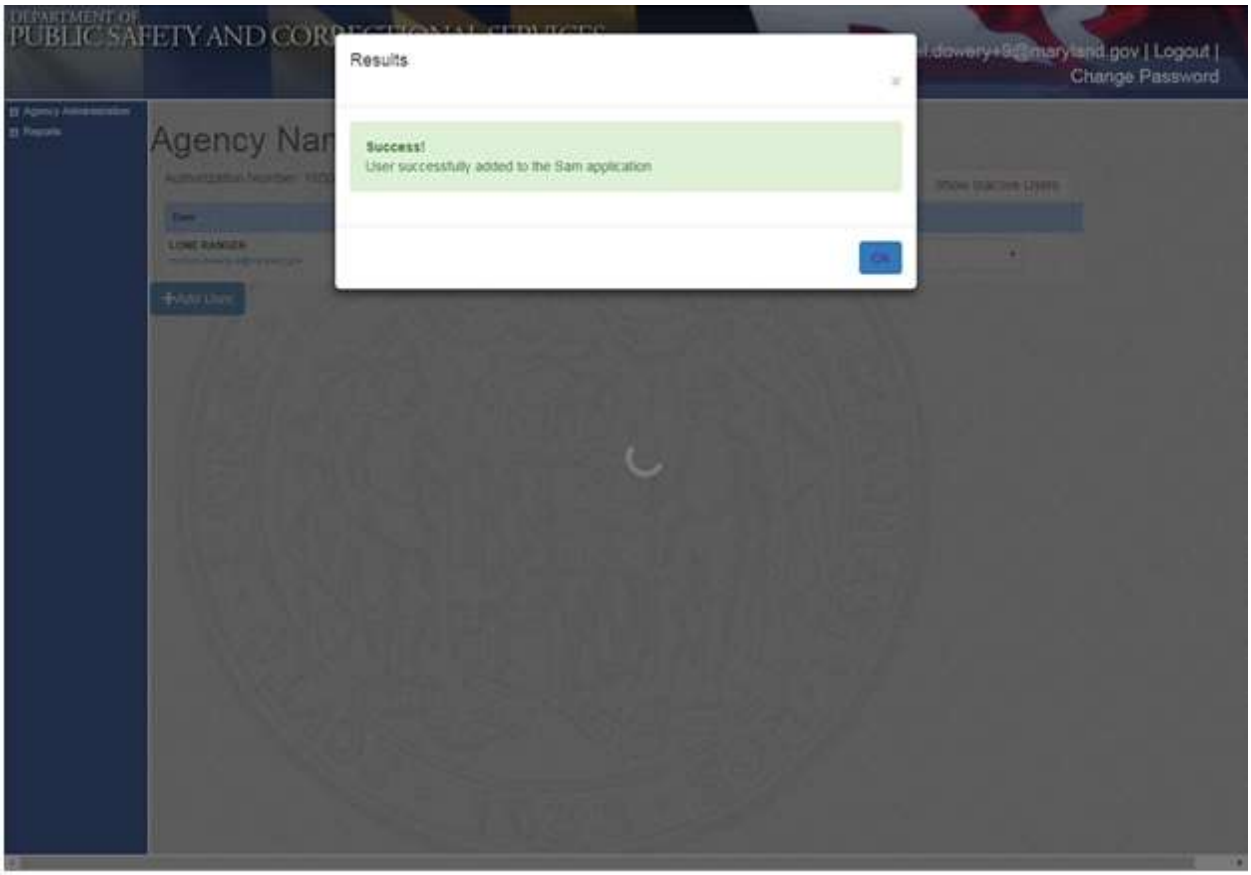
Click on the ‘Create User’ button.



A ‘Confirm User’ window will open. Review your entry. If it is correct, click on the ‘Submit’ button. Otherwise, click on the ‘Close’ button.



A results window will open up to indicate whether the transaction was successful or not.

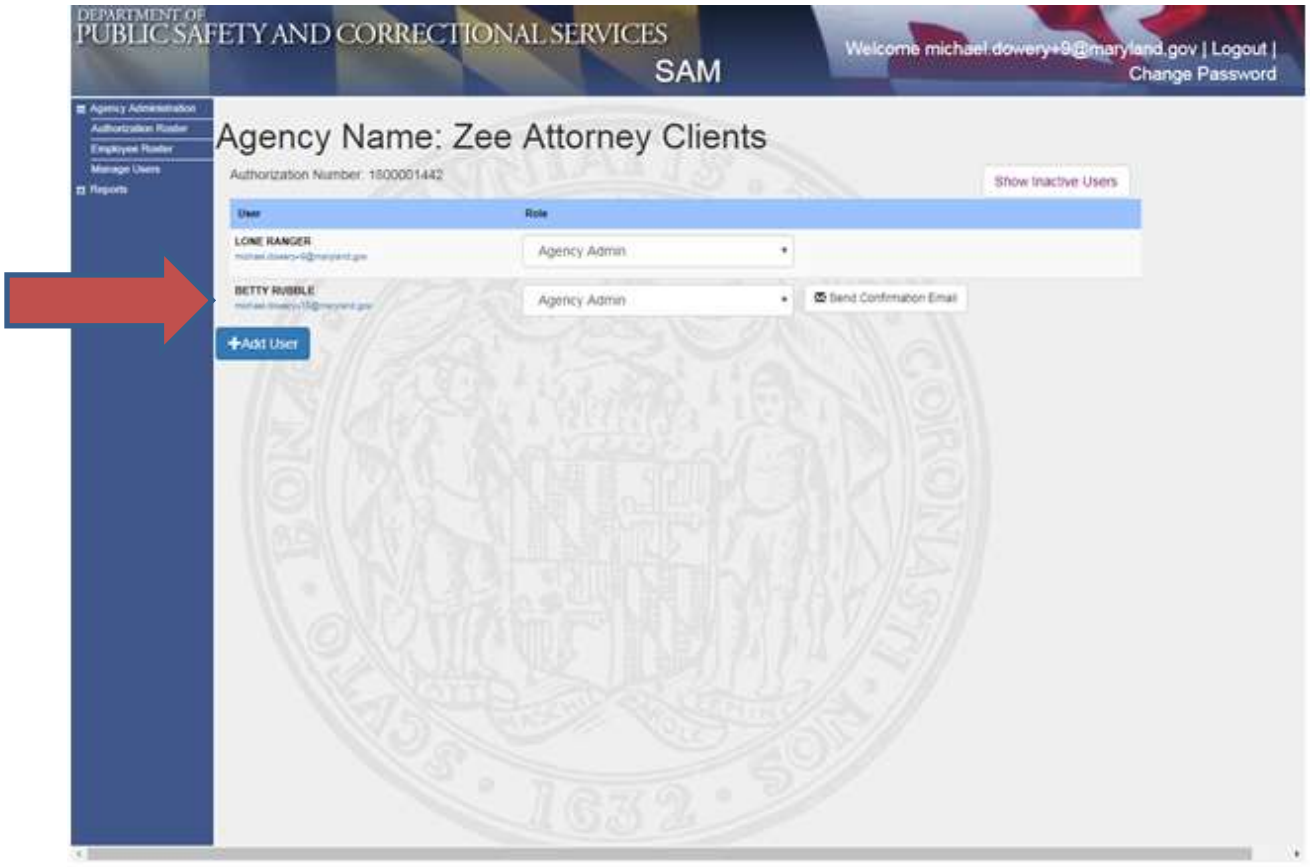


Go back to the ‘Manage Users’ window and confirm that the user selected is now listed as a user with the role you have assigned.



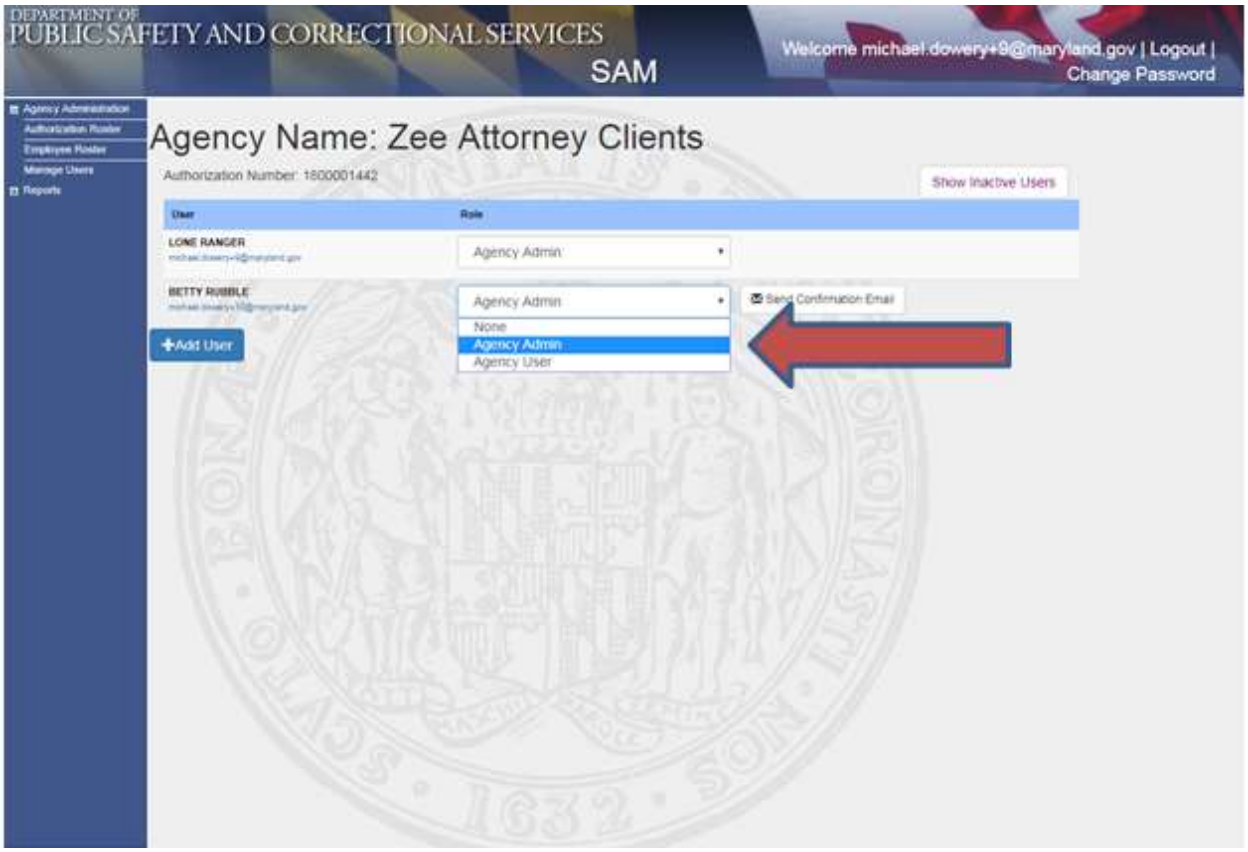
3.3-4 Removing a User / Changing a User level

Go to the ‘Manage Users’ window and click on the user that you would like to remove or change the user level.

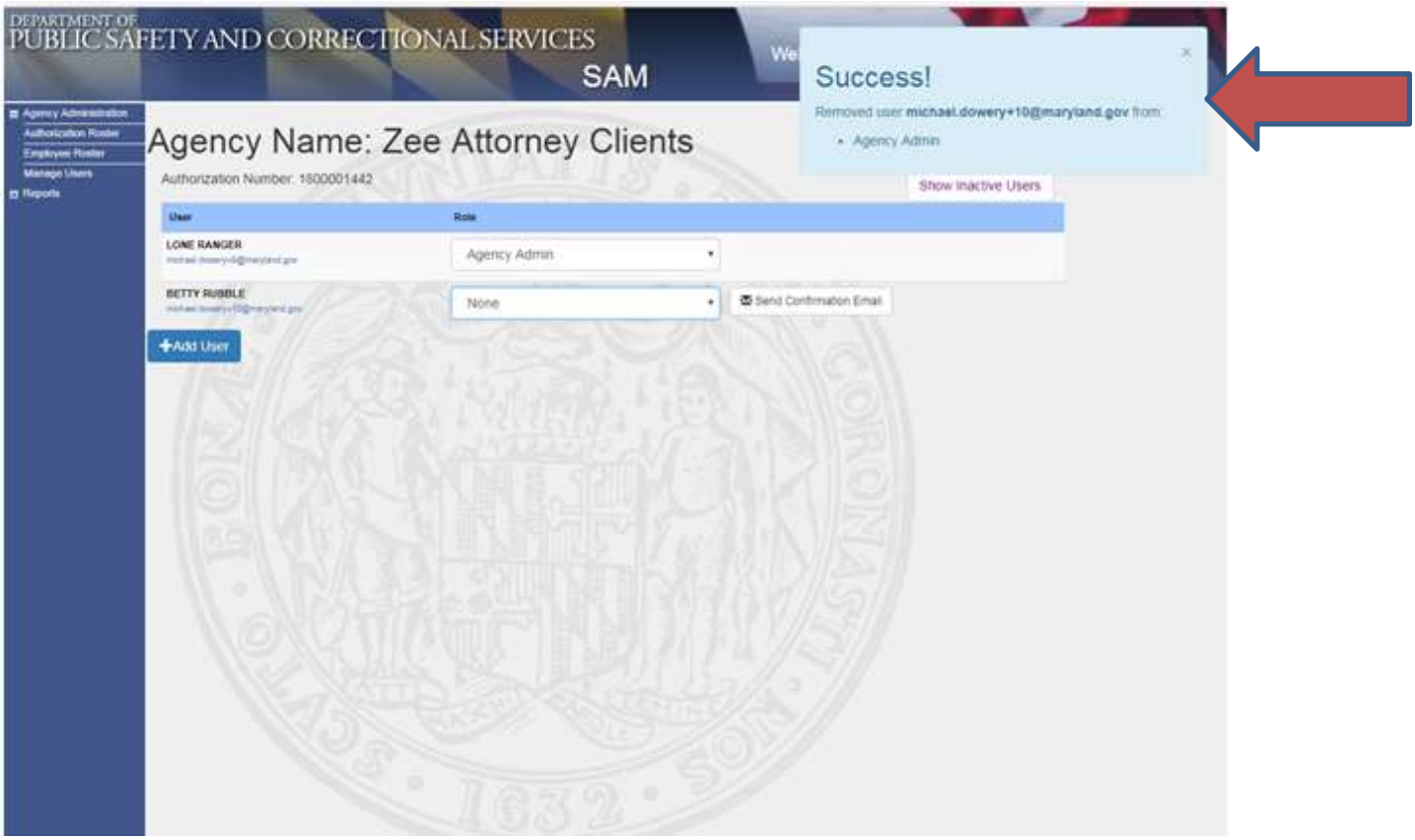


Click the ‘Role’ drop-down.

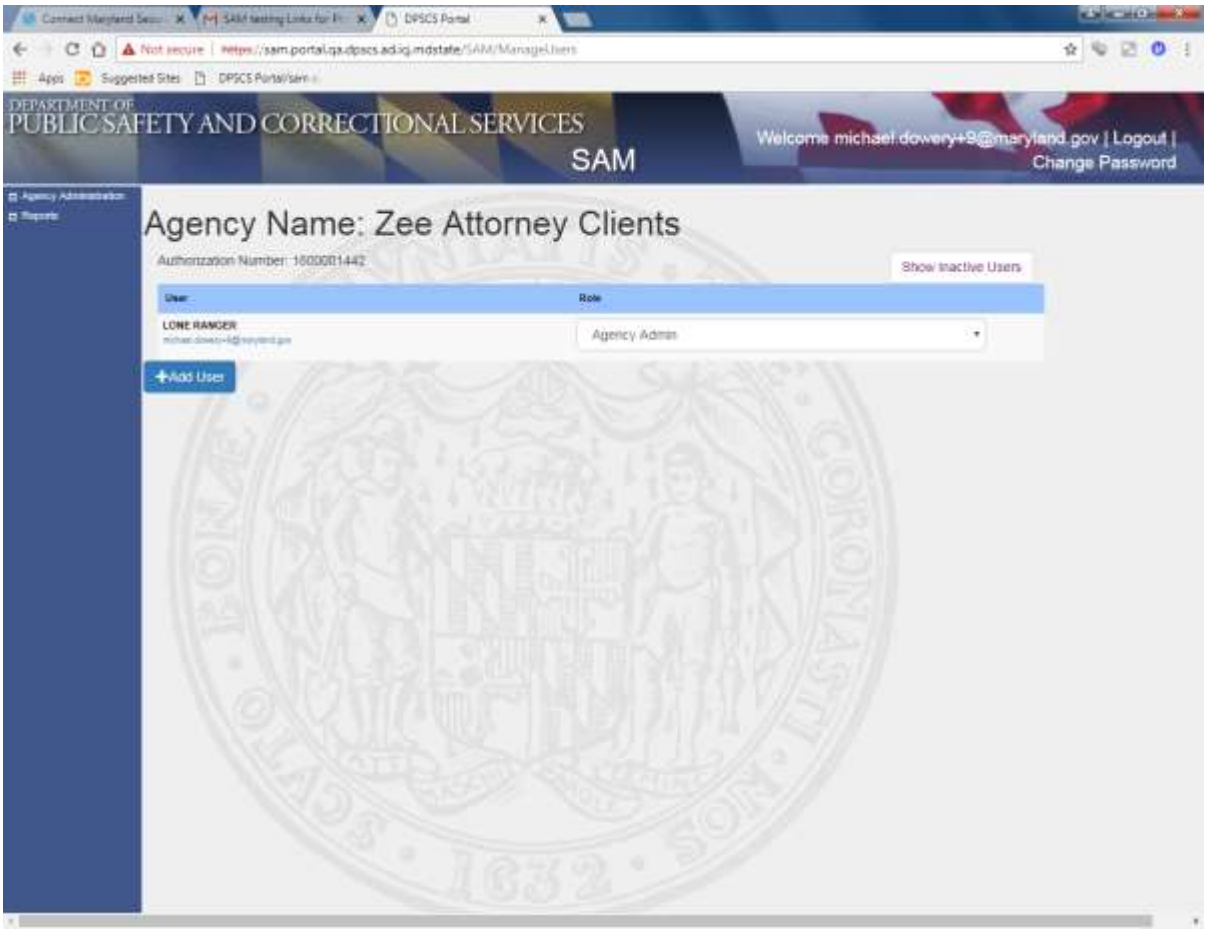
Choose ‘None’ to remove them as a user. Otherwise, choose the appropriate role level (Agency Admin or Agency User).



A results window will open up to indicate whether the transaction was successful or not.



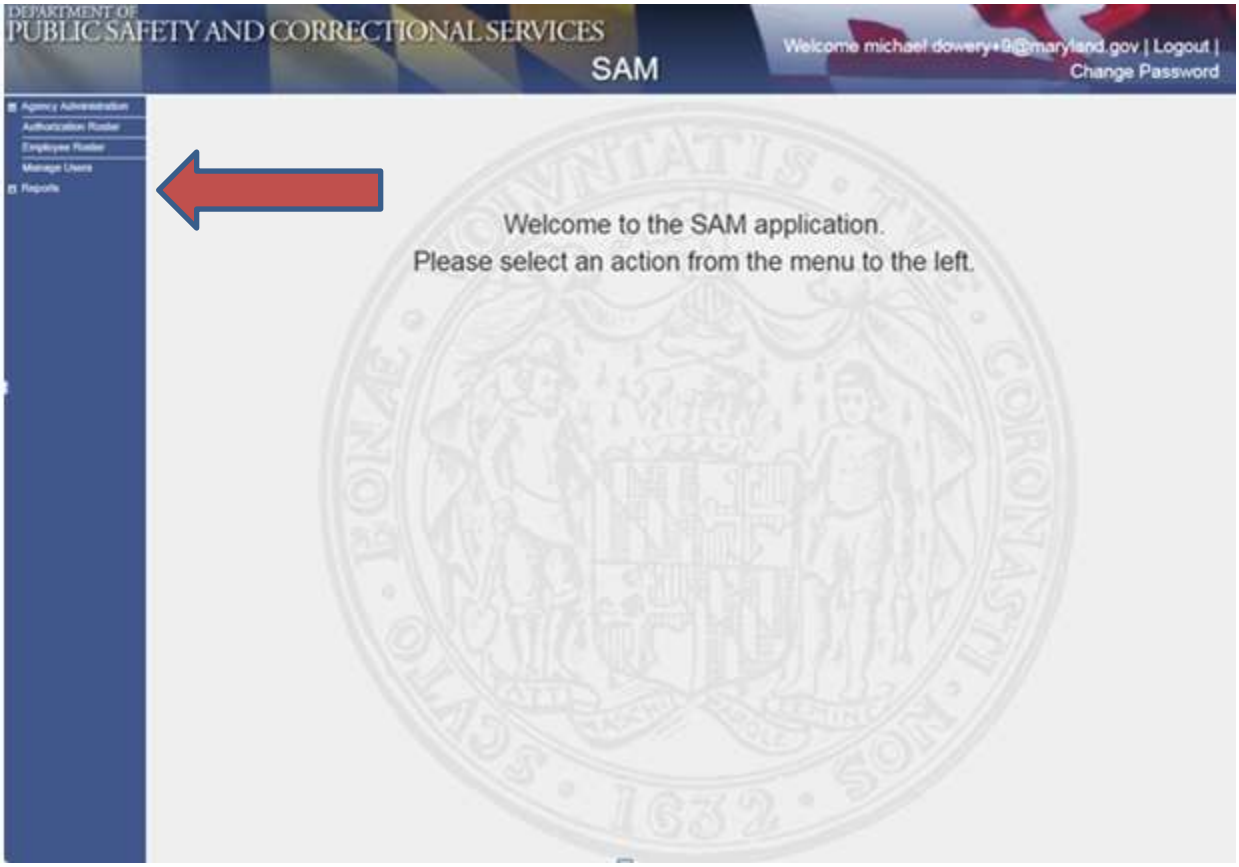
Go back to the “Manage Users” window and confirm that the action you submitted has been saved.



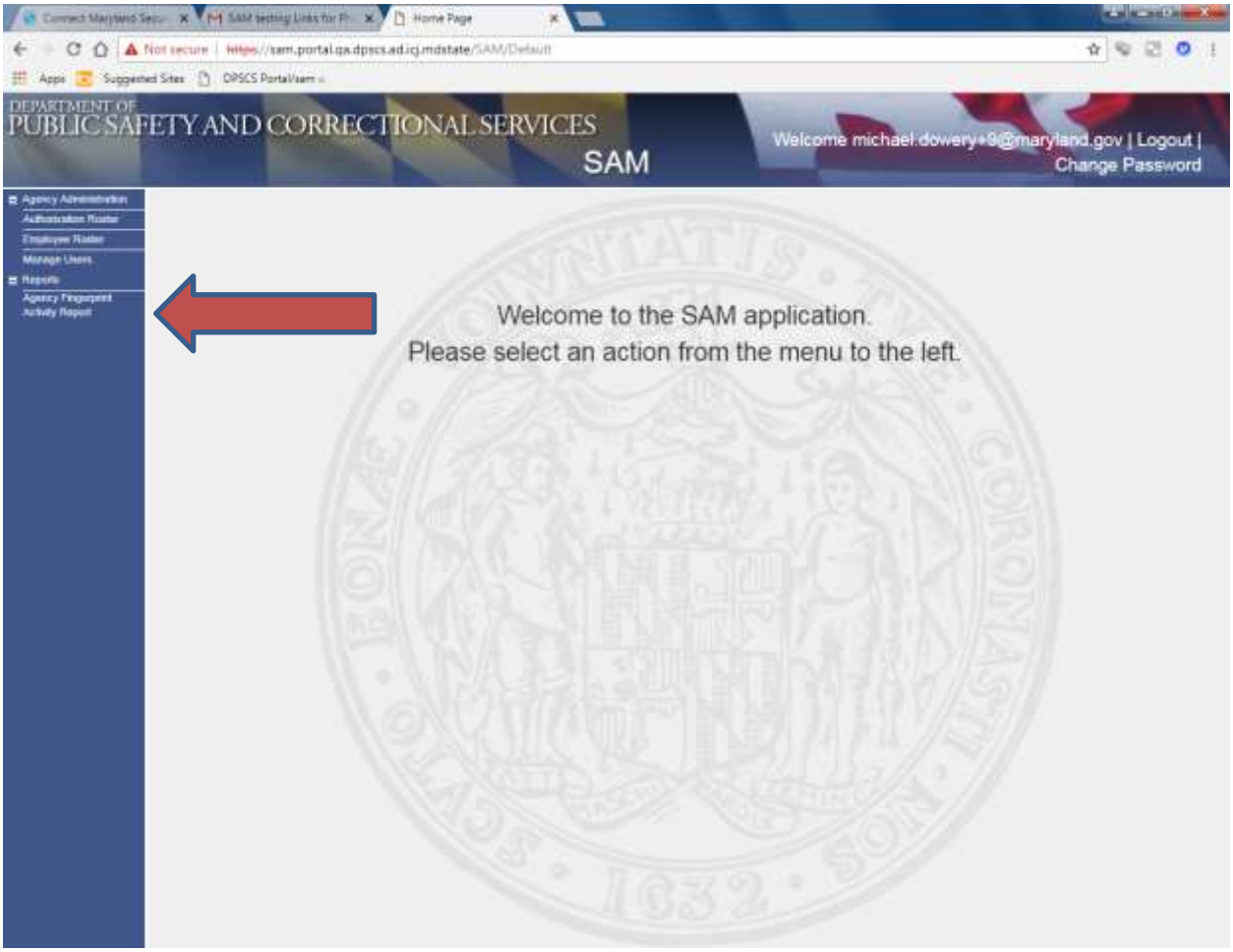
3.4 REPORTS

Click on the plus (+) sign to the left of the ‘Reports’ link. The menu will expand to list the available agency reports. The currently available report is the ‘Agency Fingerprint Activity’ report.

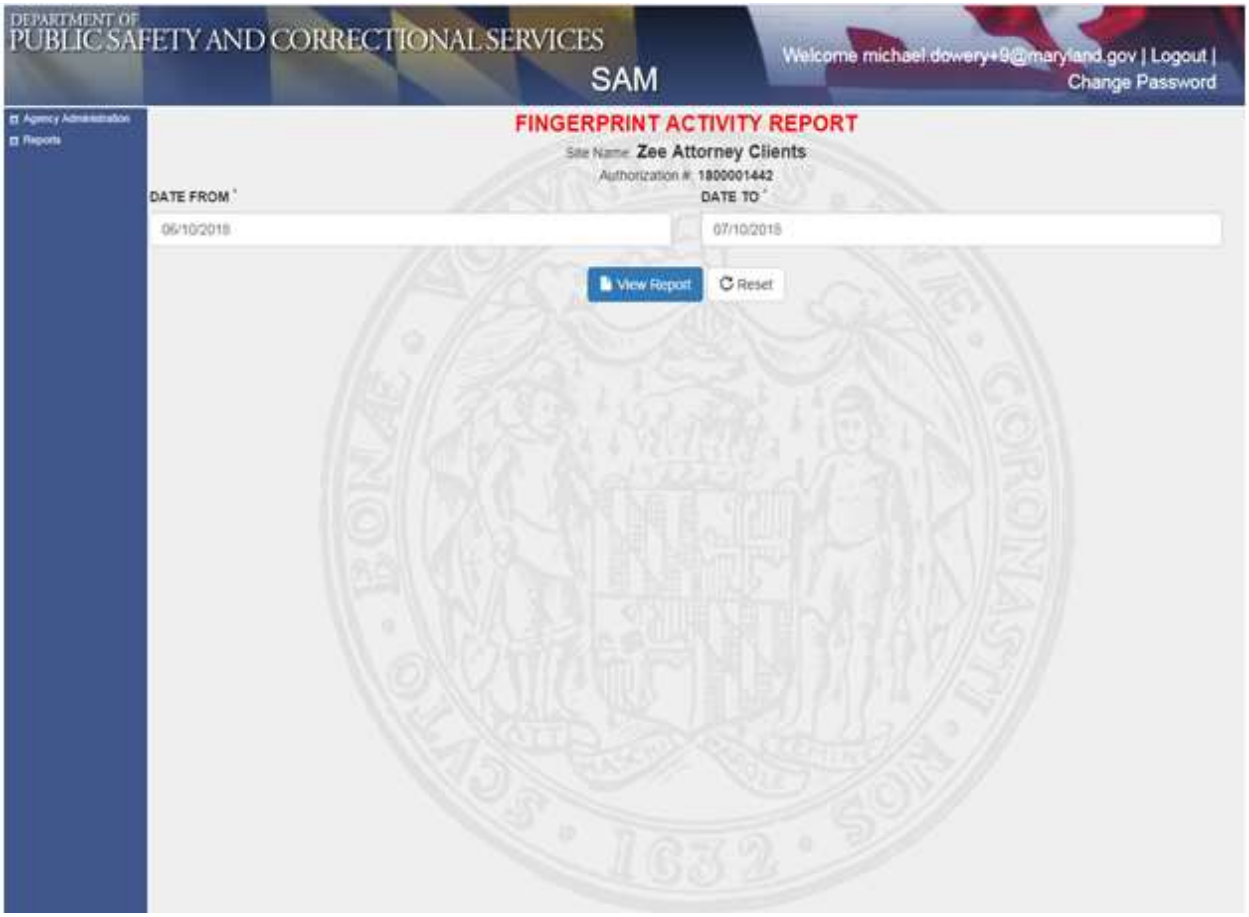
There will be reports that will allow agencies access to quickly view important information.



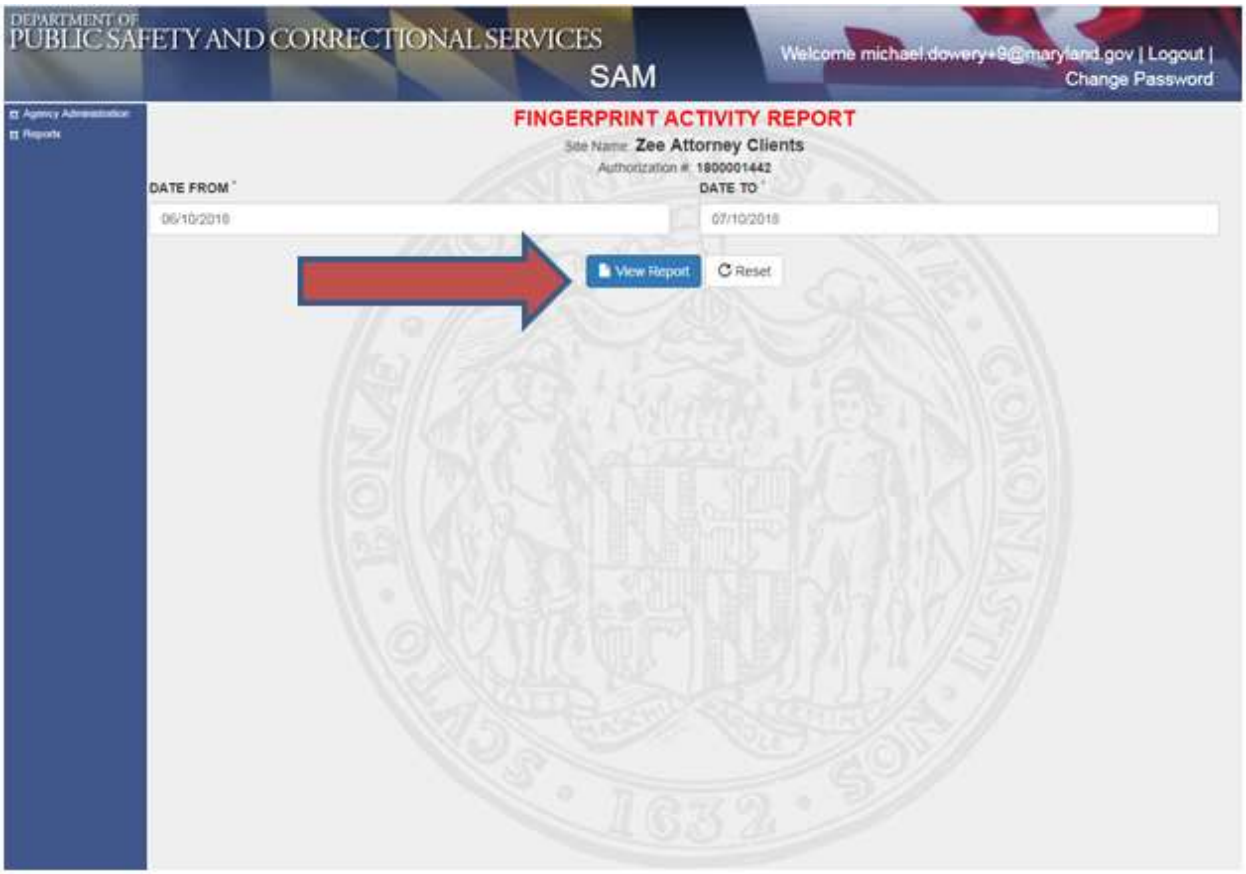
Click on the ‘Agency Fingerprint Activity Report’.



The Fingerprint Activity Report window opens. The window contains the 'Date From' and 'Date To' fields that allow the user to search all fingerprint activity under their authorization number within the specified dates.



Enter a date into each field and press the ‘View Report’ button.



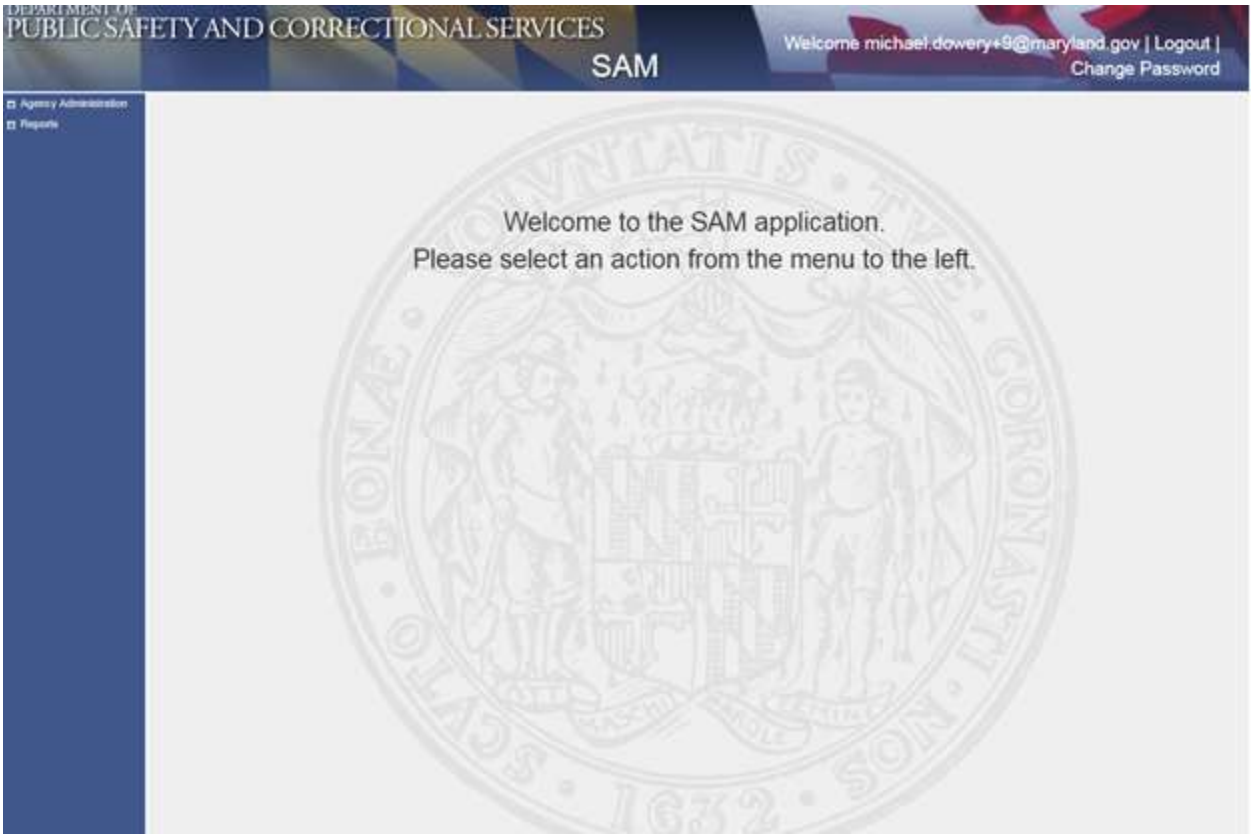
The ‘Agency Fingerprint Activity Report’ lists all of the live scan fingerprinting transactions that were submitted under the agency’s authorization number within the date range specified. It lists the applicant’s name, date of birth, date fingerprinted and employee status in SAM.



Additional reports are forthcoming.

Remember to always log out of SAM whenever you are not actively using it.

You can log out of SAM from nearly any open SAM window by clicking on the 'Logout' link in the top right corner. You may also have to log out of the DPSCS portal by repeating the process.



CJIS Customer Service

Please contact CJIS Customer Service at either of the following numbers with questions, concerns, comments, suggestions or password issues.

CJIS Customer Service

410-764-4501

1-888-795-0011