



**State of Minnesota • Department of Public Safety**  
Bureau of Criminal Apprehension

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# MyBCA User Guide

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# Introduction to MyBCA

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MyBCA is a secure criminal justice web portal. It provides you with access to multiple BCA applications from a single page (MyBCA Applications). You can launch these applications with a single user name and password.

MyBCA Applications also provides additional resources, such as:

- links to user guides and training materials
- important alerts and messages, including notices for changing your MyBCA password
- application-specific alerts and messages, including notices for renewing your certifications to use certain MyBCA applications
- providing feedback about MyBCA applications

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## 1.1 About this Guide

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This user guide describes:

- how to open a MyBCA session
- how to setup your MyBCA user account
- how to access MyBCA applications through the MyBCA Applications portal
- how to provide feedback on MyBCA applications
- how to manage your MyBCA account
- how to retrieve a forgotten user name or reset a forgotten password
- how to get additional help using MyBCA

**This user guide replaces the previous *MyBCA Quick Start Guide*.**

## 1.2 BCA Policy on Appropriate Use

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Use of this system falls under the BCA's Policy on Appropriate Use of Systems and Data, first issued on October 3, 2013. A copy of this policy can be found here:

<https://dps.mn.gov/divisions/bca/bca-divisions/mnjis/Pages/products-services-fact-sheets.aspx>

Using any system available through the CJDN for unauthorized purposes could result in loss of access and other sanctions for both an offending user and their agency.

## 1.3 System requirements

To use MyBCA, your computer must meet the following minimum requirements:

- Intel-compatible processor
- Operating System: Windows 7 or Windows Vista

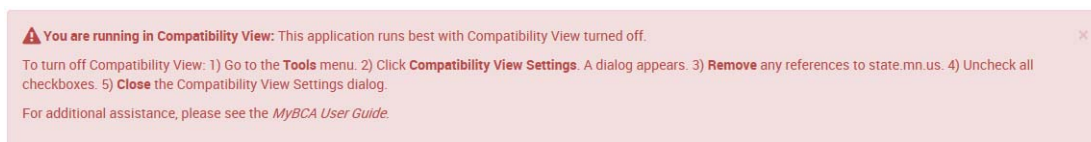
### 1.3.1 Microsoft Internet Explorer

*The BCA's applications support Microsoft Internet Explorer, version 8 or higher. For the best possible experience, version 9 or higher is recommended.*

### 1.3.2 “Compatibility View”

Microsoft Internet Explorer's “Compatibility View” allows the browser to display websites as if you were using an earlier version of the browser. MyBCA runs best if Compatibility View is turned off.

If your version of Internet Explorer is using Compatibility View to view MyBCA, an alert displays.



**Figure 1.1: Compatibility View Alert**

To turn off Compatibility View in Internet Explorer:

1. Go to the **Tools** menu.

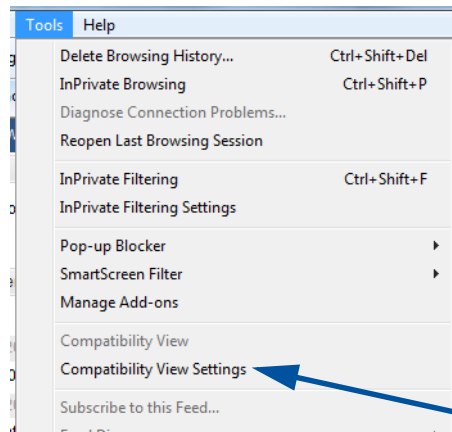


Figure 1.2: Internet Explorer (Version 8) Tools Menu

2. Click **Compatibility View Settings**. A dialog appears.

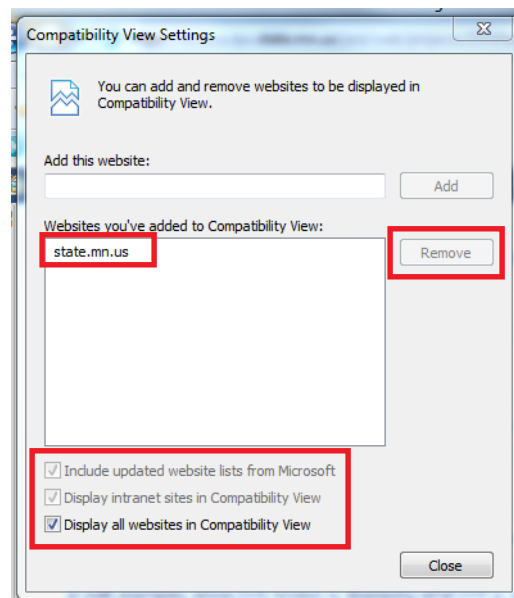


Figure 1.3: Compatibility View Settings Dialog (Internet Explorer Version 8)

3. **Remove** any references to *state.mn.us*.
4. Uncheck all checkboxes.
5. Close the **Compatibility View Settings** dialog.

---

### 1.3.3 Alternate web browsers

Alternate web browsers are listed below. If you encounter problems using an alternate web browser, switch to Microsoft Internet Explorer, as noted above.

- Firefox
- Google Chrome

### 1.3.4 OS X and iOS compatibility

MyBCA has not been tested with the OS X operating system or iOS devices (iPhone, iPod Touch and iPad). There is no mobile version of MyBCA.

### 1.3.5 Windows 8 compatibility

MyBCA has not been tested with Windows 8 or 8.1.

## 1.4 MyBCA profiles

Each MyBCA user is assigned a profile. MyBCA profiles represent job responsibilities within the criminal justice community. Depending on your profile, you may or may not have access to certain applications or certain data within those applications.

Current MyBCA user profiles include:

**Table 1.1: Integrated Search Service (ISS) User Profiles**

Profile	Role
Corrections/Probation	administrative staff, wardens, probation directors, caseload managers, probation officers, prison intake officers, records unit staff, special investigators, clerical staff
Courts	clerks, supervisors, judges
MNJIS	MNJIS and BCA Service Desk staff; administrators
Law Enforcement	research and development, training staff, help desk, dispatchers civilian staff, all sworn staff (including detectives, jail and bailiff personnel, crime analysis), management and supervisory staff (sworn and unsworn)
Prosecutor	investigators, administrative staff, paralegals, attorneys, victim/witness staff
Public Defenders	public defenders, administrative staff, law clerks, conflict lawyers, panel supervisors and dispositional advisors
Human Services	End of Confinement Review Committee, criminal investigative staff as outlined in state statutes

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## 1.5 Available MyBCA applications

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The following applications are currently available through MyBCA:

- DVS Access
- DVS Crash Reports
- FBI National Data Exchange (N-DEx)
- MNJIS Integrated Search Service (ISS)
- MNJIS Reports on Demand (MROD)
- Supplemental Reporting Service (SRS)

MyBCA acts as an identity provider for DVS Crash Reports and N-DEx. *These applications are not managed nor supported by the BCA.*





This chapter provides you with information to get started with MyBCA.

## 2.1 Your new MyBCA account

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When the BCA Service Desk creates your new MyBCA user account, you receive two emails:

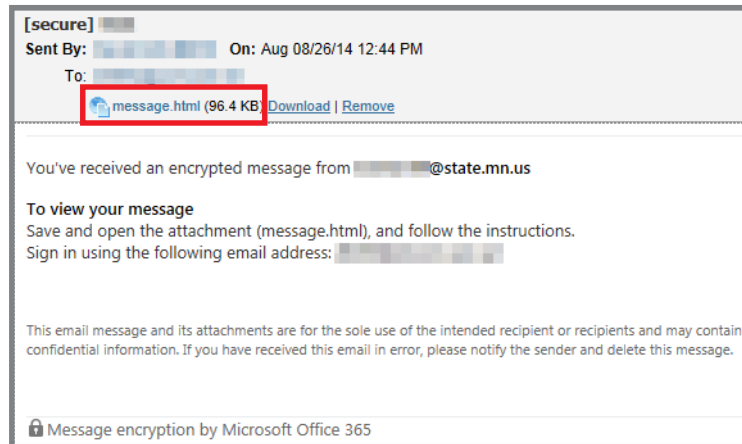
- The first email informs you that your account has been setup. It also states you will receive a second email containing your MyBCA user name and temporary password.
- The second email contains your MyBCA user name and temporary password. This email is secure (i.e., encrypted) to ensure the safety of this information.

### 2.1.1 Viewing your secure email

*If your secure email was sent between August 25 and September 30, 2014, see Appendix C, "Old Secure Email Instructions" for instructions on viewing your secure email.*

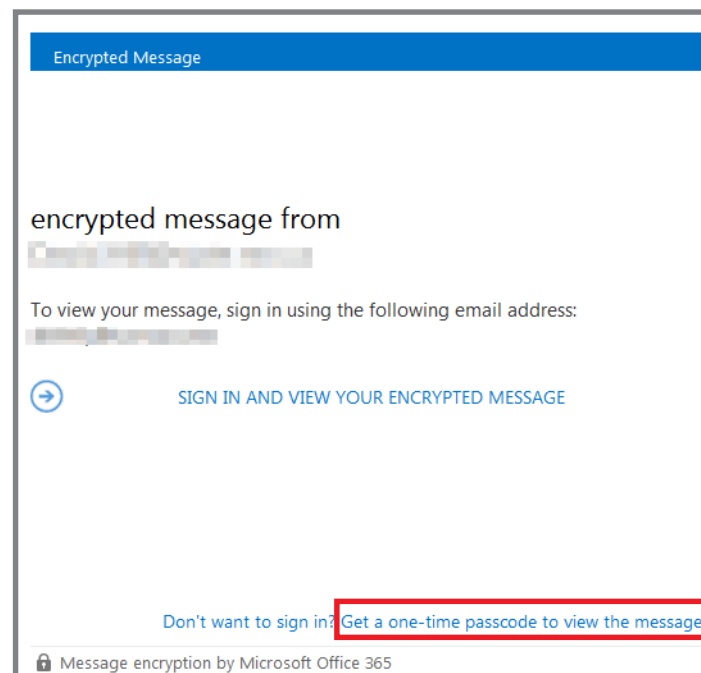
To view the secure email containing your user name and password:

1. Select the email in your email client (e.g., Outlook, Mail, etc.) or online email service (e.g., GMail, Yahoo, etc.). The email will contain "secure" or "encrypt" in the subject.
2. Open the email message.
3. The email message asks you to open an attachment to view the secure email. Find the attachment and open it. Your browser opens a window or tab to the **Encrypted Message** page.



**Figure 2.1: Example of Open Secure Email (Attachment Highlighted)**

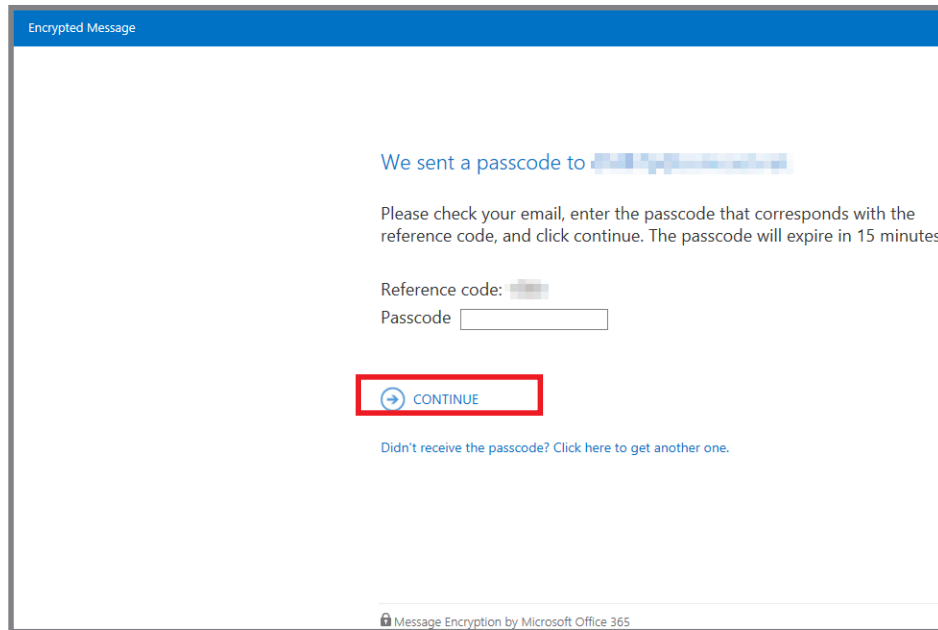
4. Do one of the following:
  - a. If you have previously registered your email account with Microsoft Office 365 and want to use it to view your secure email, click **Sign In And View Your Encrypted Message**. Go to Step #22 in Appendix C, "Old Secure Email Instructions".
  - b. Click **Get a one-time passcode to view the message** at the bottom of the page. The **Encrypted Message** page updates, informing you that a passcode was sent to your email address.



**Figure 2.2: Encrypted Message Page**

5. Check your email for the email containing the passcode. Open the email to view the passcode.

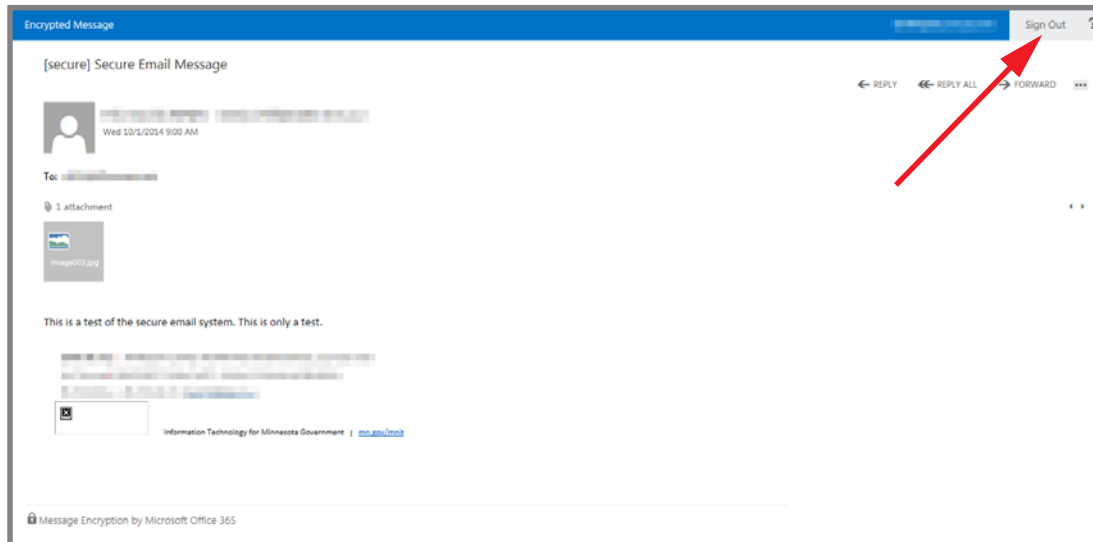
If the email does not arrive, click **Click here to get another one** at the bottom of the **Encrypted Message** page. An email with a new passcode will be sent to you.



**Figure 2.3: Example of Passcode Email**

6. Return to the **Encrypted Message** page in your browser. Enter the passcode into the **Passcode** field.
7. Click **Continue**. If the passcode is valid, the **Encrypted Message** page updates and displays your secure email.

*Passcodes are only valid for 15 minutes.* If yours has expired, click **Click here to get another one** at the bottom of the **Encrypted Message** page. An email with a new passcode will be sent to you.



**Figure 2.4: Example of Secure Email**

8. When you have finished reading your secure email, click **Sign Out**. The **Encrypted Message** page updates and informs you that you have successfully signed out. You can now close that browser tab or window.

## 2.1.2 Handling your secure email

The secure email is stored your email account. The procedure described above only allows you to view the email's contents.

### Responding to secure email

Secure MyBCA emails come from [bca.noreply@state.mn.us](mailto:bca.noreply@state.mn.us). This account is not monitored. *Do not reply to the secure email.*

### Forwarding secure email

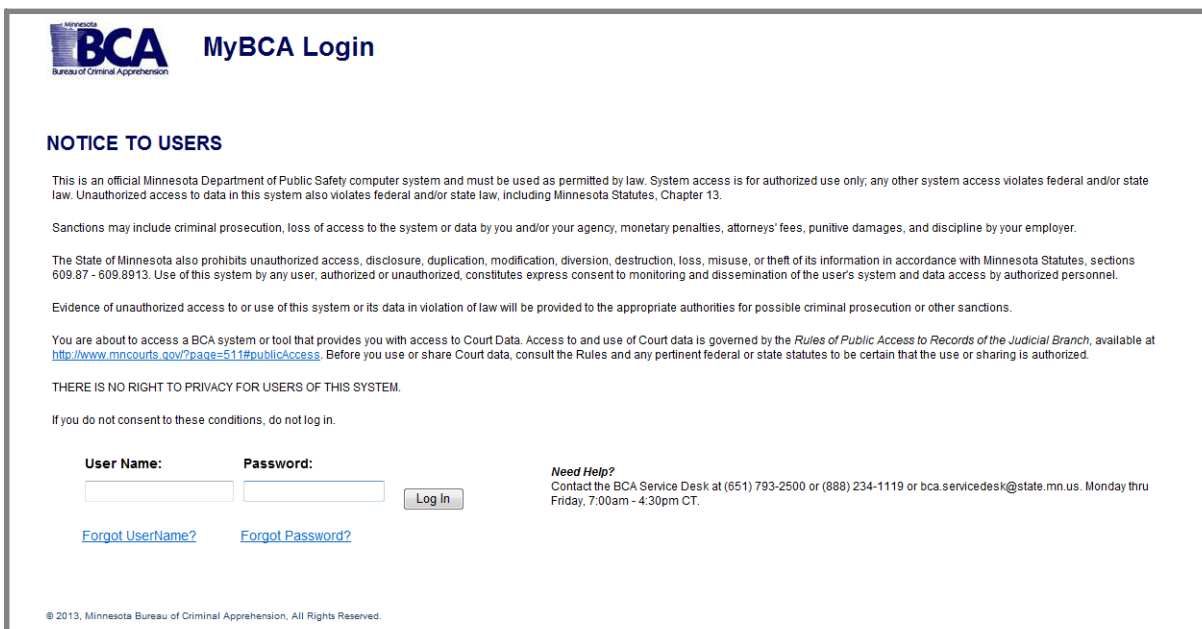
If you forward a secure email to another account, the user of that account must follow the procedure described in Section 2.1.1, "Viewing your secure email", above, to view it. You will also receive a copy of the forwarded message.

*Secure emails containing your user name and password should not be forwarded.*

## 2.2 Logging into MyBCA

To open a MyBCA session:

1. Go to <https://mnjis.x.state.mn.us>. You are taken to the **MyBCA Login** page.



The screenshot shows the MyBCA Login page. At the top left is the Minnesota BCA logo. To its right is the text "MyBCA Login". Below this is a "NOTICE TO USERS" section containing several paragraphs of legal disclaimers and a link to the Minnesota Courts website. At the bottom of the notice is a "Log In" button. To the left of the button are two input fields labeled "User Name:" and "Password:". Below these fields are links for "Forgot UserName?" and "Forgot Password?". To the right of the "Log In" button is a "Need Help?" section with contact information for the BCA Service Desk.

**MyBCA Login**

**NOTICE TO USERS**

This is an official Minnesota Department of Public Safety computer system and must be used as permitted by law. System access is for authorized use only; any other system access violates federal and/or state law. Unauthorized access to data in this system also violates federal and/or state law, including Minnesota Statutes, Chapter 13.

Sanctions may include criminal prosecution, loss of access to the system or data by you and/or your agency, monetary penalties, attorneys' fees, punitive damages, and discipline by your employer.

The State of Minnesota also prohibits unauthorized access, disclosure, duplication, modification, diversion, destruction, loss, misuse, or theft of its information in accordance with Minnesota Statutes, sections 609.87 - 609.8913. Use of this system by any user, authorized or unauthorized, constitutes express consent to monitoring and dissemination of the user's system and data access by authorized personnel.

Evidence of unauthorized access to or use of this system or its data in violation of law will be provided to the appropriate authorities for possible criminal prosecution or other sanctions.

You are about to access a BCA system or tool that provides you with access to Court Data. Access to and use of Court data is governed by the *Rules of Public Access to Records of the Judicial Branch*, available at <http://www.mncourts.gov?page=511#publicAccess>. Before you use or share Court data, consult the Rules and any pertinent federal or state statutes to be certain that the use or sharing is authorized.

THERE IS NO RIGHT TO PRIVACY FOR USERS OF THIS SYSTEM.

If you do not consent to these conditions, do not log in.

**User Name:**  **Password:**

[Forgot UserName?](#) [Forgot Password?](#)

**Need Help?**  
Contact the BCA Service Desk at (651) 793-2500 or (888) 234-1119 or [bca.servicedesk@state.mn.us](mailto:bca.servicedesk@state.mn.us). Monday thru Friday, 7:00am - 4:30pm CT.

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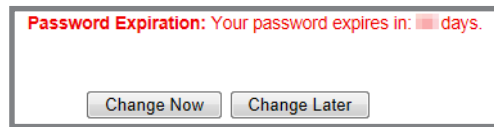
Figure 2.5: MyBCA Login Page

2. Enter your **User Name** and **Password**.
3. Click **Log In**.

If you entered a valid **User Name** and **Password** and your password is more than 10 days from expiring, you are taken to the **MyBCA Applications** page.

## 2.2.1 Password within 10 days of expiration

If you entered a valid **User Name** and **Password** and your password is 10 days or less from expiring, a message takes the place of the **User Name** and **Password** fields.



**Figure 2.6: Password Expiration Message**

You have two options:

- Click **Change Now** to change your password. You are taken to the **Reset Password** page. For more information, see Section 2.2.2, "Resetting your password from the Login page", below.
- Click **Change Later** to change your password at another time. You are taken to the **MyBCA Applications** page.

## 2.2.2 Resetting your password from the Login page

Clicking **Change Now** from the **Login** page's password expiration warning takes you to the **Reset Password** page.

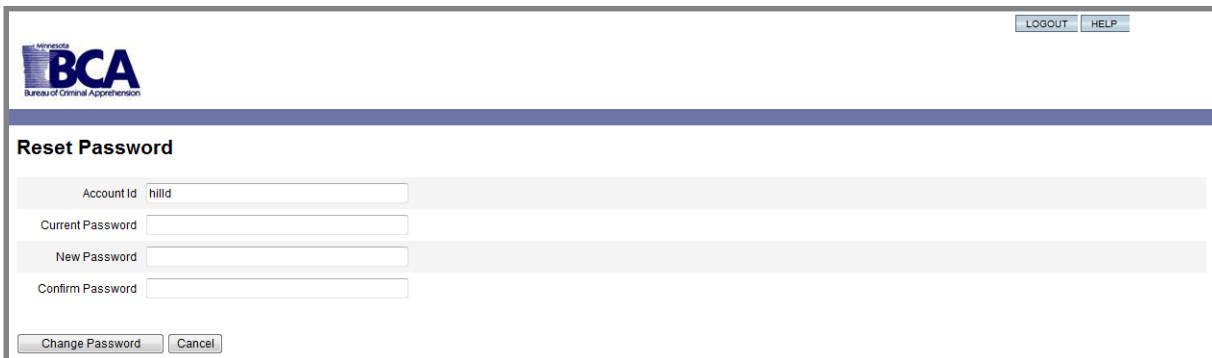
The screenshot shows the 'Reset Password' page of the Minnesota BCA system. At the top right are 'LOGOUT' and 'HELP' buttons. The page title is 'Reset Password'. Below the title are four input fields: 'Account Id' (containing 'hillid'), 'Current Password', 'New Password', and 'Confirm Password'. At the bottom are 'Change Password' and 'Cancel' buttons.

Figure 2.7: Reset Password Page

To change your password:

1. Enter your **Current Password**.
2. Enter your **New Password**.
3. Enter your new password again in the **Confirm Password** field.
4. Click **Change Password**.

*Do not change the **Account id** (your MyBCA user name) field. If your legal name changes, contact the BCA Service Desk for a user name update. For more information, see Section 7.3, "BCA Service Desk" in Chapter 7, *Additional Help*.*

If **New Password** and **Confirm Password** match and meet password requirements (for more information, see Section 2.3.5, "Password requirements"), you are taken to the **MyBCA Applications** page.

If your passwords do not match or meet password requirements, you receive an error message. Correct the problem and try again.

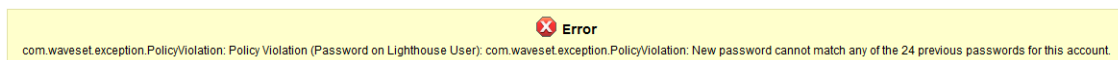
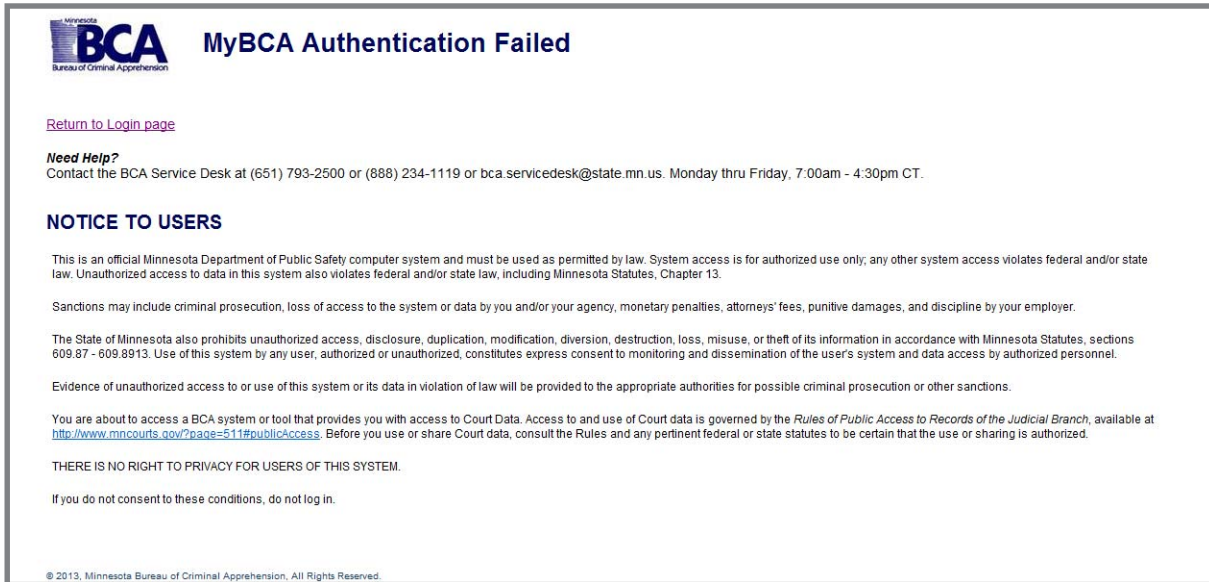


Figure 2.8: Example of Password Entry Error

Click **Cancel** to go to the MyBCA Applications page without resetting your password.

## 2.2.3 Invalid User Name or Password

If you entered an invalid **User Name** or **Password**, an error page appears. Click **Return to Login page**. This returns you to the **MyBCA Login** page. You can then reenter your **User Name** and **Password**.



**Figure 2.9: MyBCA Authentication Failure**

If you have forgotten your **User Name** or **Password**, click the **Forgot UserName?** or **Forgot Password?** link on the **MyBCA Login** page. For more information on these processes, see Chapter 3, "Forgotten Credentials".

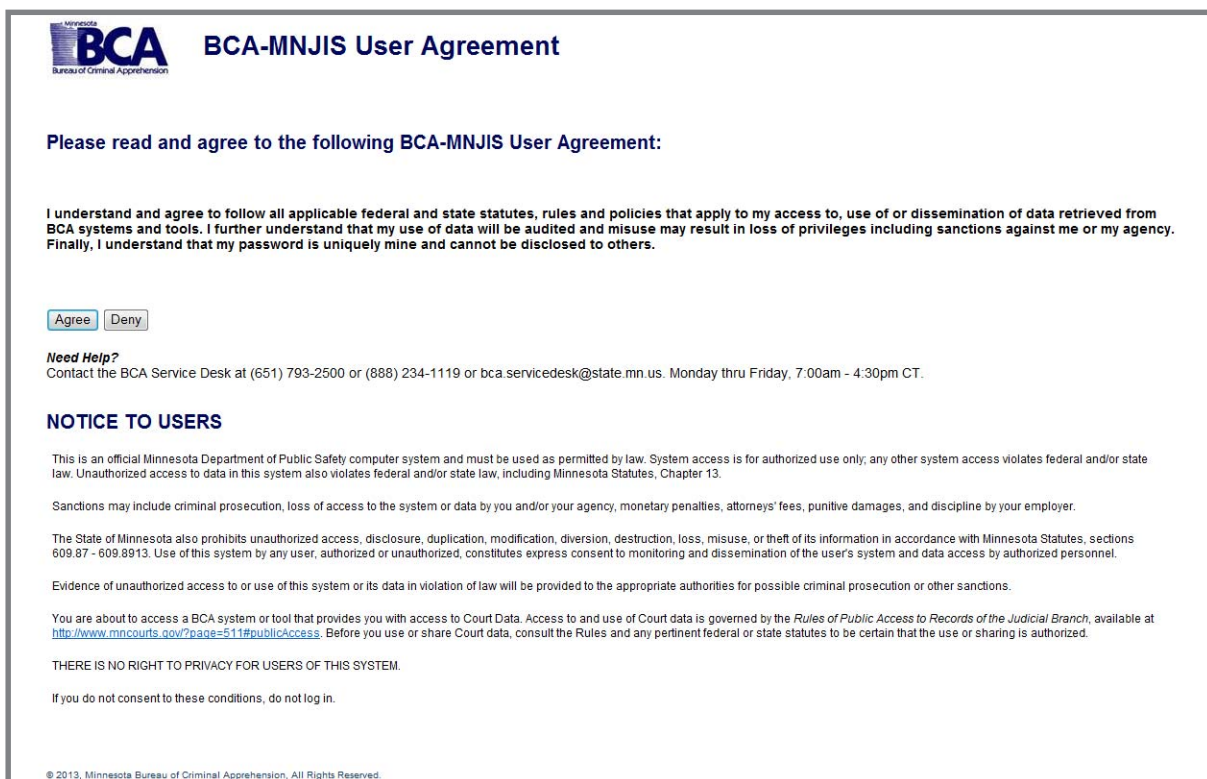


## 2.3 Your first login

When you log in to MyBCA for the first time, there are several steps you must take to complete the setup of your account. Some or all of these steps may also be required if your account is reset by the BCA Service Desk.

### 2.3.1 BCA-MNJIS User Agreement

When you first log in, you are taken to the **BCA-MNJIS User Agreement** page. Read the User Agreement.



The screenshot shows the 'BCA-MNJIS User Agreement' page. At the top left is the Minnesota BCA logo. The title 'BCA-MNJIS User Agreement' is centered. Below the title, it says 'Please read and agree to the following BCA-MNJIS User Agreement:'. A paragraph of text states: 'I understand and agree to follow all applicable federal and state statutes, rules and policies that apply to my access to, use of or dissemination of data retrieved from BCA systems and tools. I further understand that my use of data will be audited and misuse may result in loss of privileges including sanctions against me or my agency. Finally, I understand that my password is uniquely mine and cannot be disclosed to others.' Below this text are two buttons: 'Agree' and 'Deny'. A 'Need Help?' section provides contact information for the BCA Service Desk. A 'NOTICE TO USERS' section contains several paragraphs of legal disclaimers and warnings, including a link to the Rules of Public Access to Records of the Judicial Branch. At the bottom, it states 'THERE IS NO RIGHT TO PRIVACY FOR USERS OF THIS SYSTEM.' and 'If you do not consent to these conditions, do not log in.' The footer contains the copyright notice: '© 2013, Minnesota Bureau of Criminal Apprehension. All Rights Reserved.'

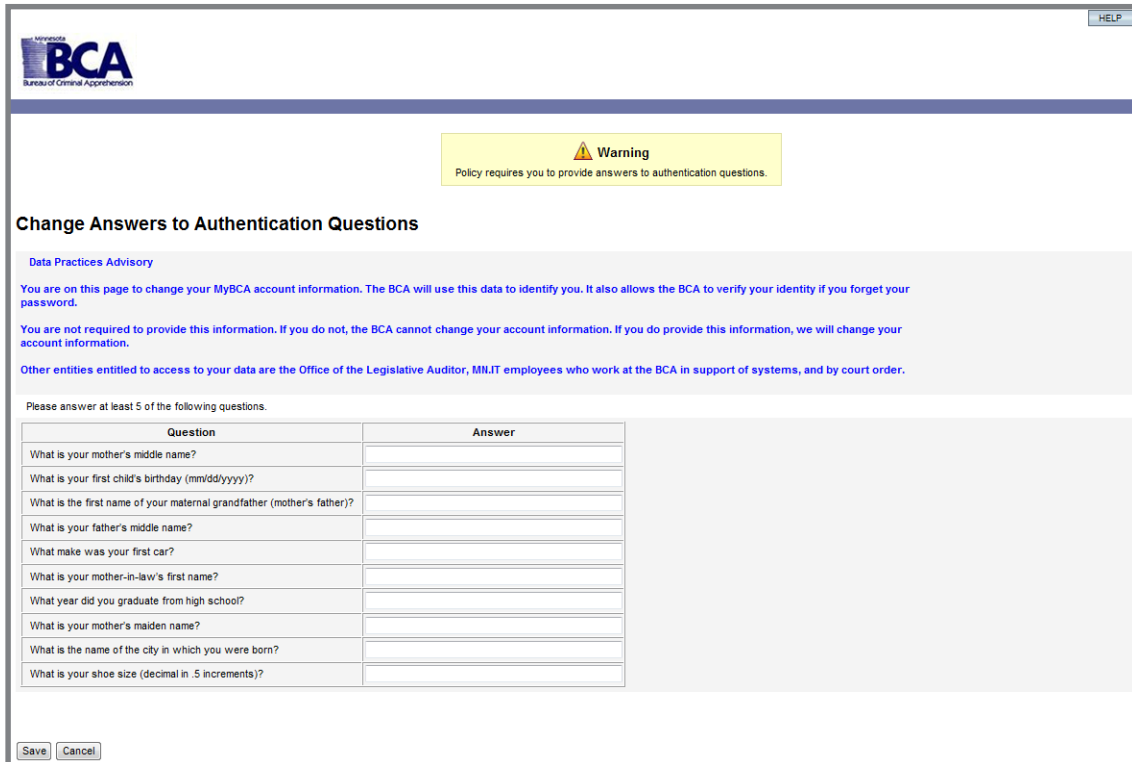
**Figure 2.10: BCA-MNJIS User Agreement Page**

- Click **Agree** to accept the terms of the User Agreement. *You are required to agree to use MyBCA.*
- Click **Deny** to refuse the terms of the User Agreement. You are returned to the **MyBCA Login** page.

## 2.3.2 Authentication Questions

The next step in your MyBCA account setup is answering authentication questions. The answers you provide are used by MyBCA or the BCA Service Desk to verify your identity.

After you **Agree** to the BCA-MNJIS User Agreement, you are taken to the **Change Answers to Authentication Questions** page.



**Warning**  
Policy requires you to provide answers to authentication questions.

### Change Answers to Authentication Questions

**Data Practices Advisory**

You are on this page to change your MyBCA account information. The BCA will use this data to identify you. It also allows the BCA to verify your identity if you forget your password.

You are not required to provide this information. If you do not, the BCA cannot change your account information. If you do provide this information, we will change your account information.

Other entities entitled to access to your data are the Office of the Legislative Auditor, MLJIT employees who work at the BCA in support of systems, and by court order.

Please answer at least 5 of the following questions.

Question	Answer
What is your mother's middle name?	
What is your first child's birthday (mm/dd/yyyy)?	
What is the first name of your maternal grandfather (mother's father)?	
What is your father's middle name?	
What make was your first car?	
What is your mother-in-law's first name?	
What year did you graduate from high school?	
What is your mother's maiden name?	
What is the name of the city in which you were born?	
What is your shoe size (decimal in .5 increments)?	

Save Cancel

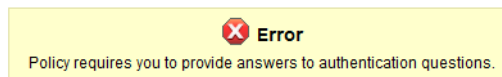
**Figure 2.11: Change Answers to Authentication Questions Page**

This page lists 10 questions. Select at least 5 questions to answer. Choose questions you will remember the answers to. The questions include:

- What is your mother's middle name?
- What is your first child's birthday?
- What is the first name of your maternal grandfather (mother's father)?
- What is your father's middle name?
- What make was your first car?
- What is your mother-in-law's first name?
- What year did you graduate from high school?
- What is your mother's maiden name?
- What is the name of the city in which you were born?
- What is your shoe size?

Type your answers into the appropriate text boxes. Your answers are not case-sensitive.

Click **Save** when you are finished. If you do not provide at least 5 answers, an error message appears.



**Figure 2.12: Example of Authentication Question Error Message**

Click **Cancel** to return to the **MyBCA Login** page.

## 2.3.3 Change User Account Attributes

Saving your authentication questions takes you to a welcome page. The page explains that you must provide MyBCA with a Secure PIN (personal identification number). This is used by MyBCA or the BCA Service Desk to verify your identity.

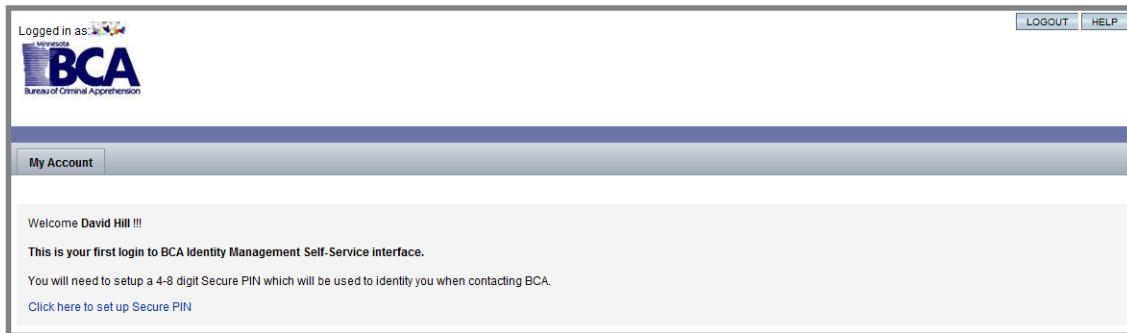
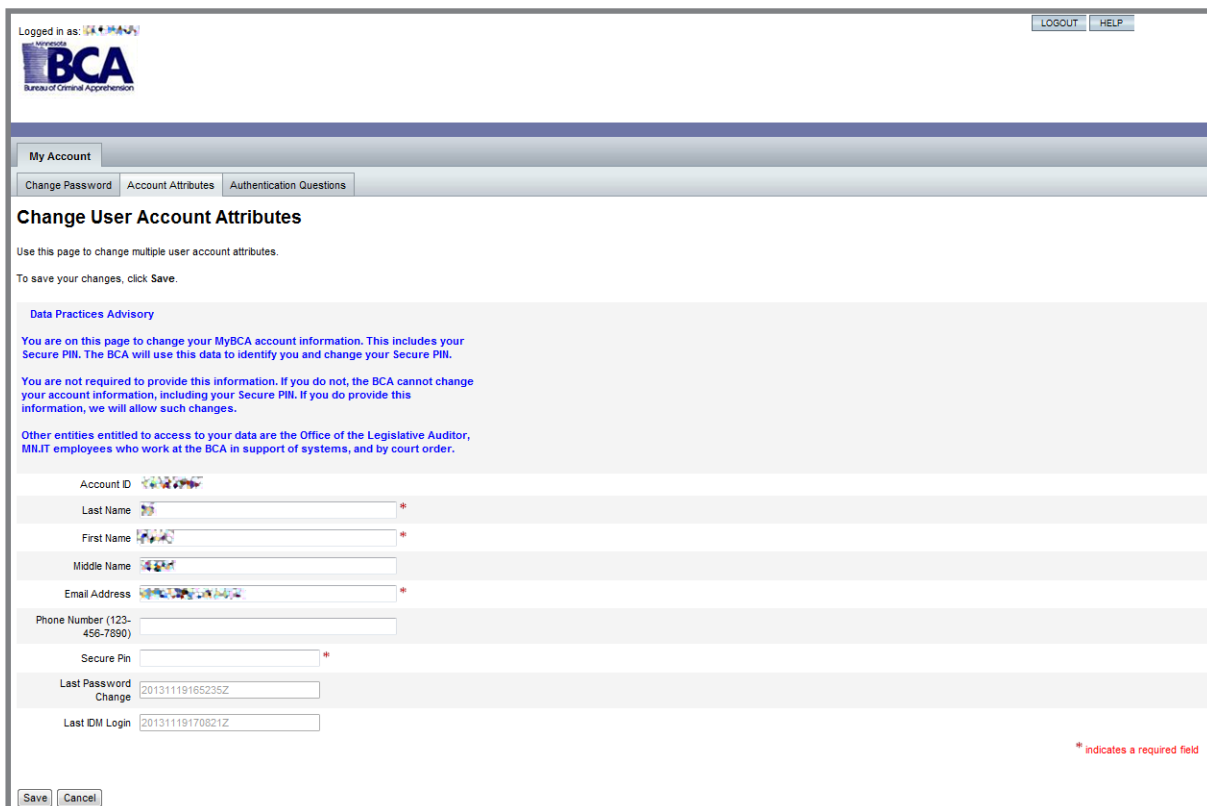



Figure 2.13: Welcome Page

Click the provided link (**Click here to set up Secure PIN**) to proceed. You are taken to the **Change User Account Attributes** page.



Logged in as:  **David Hill**  
Logout HELP

**My Account**

Change Password Account Attributes Authentication Questions

### Change User Account Attributes


Use this page to change multiple user account attributes.  
To save your changes, click Save.


**Data Practices Advisory**


You are on this page to change your MyBCA account information. This includes your Secure PIN. The BCA will use this data to identify you and change your Secure PIN.


You are not required to provide this information. If you do not, the BCA cannot change your account information, including your Secure PIN. If you do provide this information, we will allow such changes.


Other entities entitled to access to your data are the Office of the Legislative Auditor, MN.IT employees who work at the BCA in support of systems, and by court order.

Account ID 

Last Name 

First Name 

Middle Name 

Email Address 

Phone Number (123-456-7890)

Secure Pin \*

Last Password Change 20131119165235Z

Last IDM Login 20131119170821Z

\* indicates a required field

Save Cancel

Figure 2.14: Change User Account Attributes Page

The **Change User Account Attributes** page has the following fields:


**Table 2.1: Change User Account Attributes Page Fields**

Field	Description
Account ID	This field displays your user name.
Last Name	Enter your last name into this text box. <i>This is a required field.</i>
First Name	Enter your first name into this text box. <i>This is a required field.</i>
Middle Name	Enter your middle name, if any, into this text box.
Email Address	Enter your email address into this text box. <i>This is a required field.</i>  <i>If you have more than one MyBCA account, you should have a unique email address for each account.</i>
Phone Number	Enter your primary telephone number, if any, into this text box. Use the format 123-456-7890.
Secure PIN	Enter your secure PIN into this text box. <i>This is a required field.</i>  <i>If you have more than one MyBCA account, you must have a unique <b>Secure PIN</b> for each account. Otherwise, the <b>Forgot UserName?</b> function will not work for those accounts. For more information, see Section 3.1, "Forgotten user name" in Chapter 3, <i>Forgotten Credentials</i></i>
Last Password Change	This field displays the date and time of your last password change, if any. The date and time are displayed as a string of numbers: <ul style="list-style-type: none"> <li>• year</li> <li>• month</li> <li>• day</li> <li>• time (24-hour time, including seconds) — the time is displayed in Zulu (i.e., Universal Coordinated) Time.</li> </ul> For example, 20131113151720Z indicates that your password was last changed on November 13, 2013 at 15:17:20.  This field is for informational purposes only.
Last IDM Login	This field displays the date and time of your last MyBCA login, if any. The date and time are displayed as a string of numbers. The formatting of the date and time is identical to <b>Last Password Change</b> , above.  This field is for informational purposes only.

Some fields may be populated with information provided to the BCA.

Click **Save** when you are finished.

If you do not provide required information, an error message appears. An incorrectly formatted **Phone Number** also causes an error message to appear.

 **Error**  
 Wrong telephone number format. Valid format example: 123-456-7890

### Change User Account Attributes

Use this page to change multiple user account attributes.

To save your changes, click **Save**.


**Data Practices Advisory**

You are on this page to change your MyBCA account information. This includes your Secure PIN. The BCA uses this data to identify you. It also allows the BCA to verify your identity if you forget your user name.

Providing this data allows us to change your MyBCA account information.

You are not required to provide this data. If you do not, we will not change your account information. This includes your Secure PIN. As a result, you may lose access to MyBCA applications.

Other entities entitled to access to your data are the Office of the Legislative Auditor, MN.IT employees who work at the BCA in support of systems, and by court order.

Account ID	
Last Name	<input type="text" value="User"/> *
First Name	<input type="text" value="New"/> *
Middle Name	<input type="text" value="BCA"/>
Email Address	<input type="text" value="BCA@BCA.MN.GOV"/> *
Wrong telephone number format. Valid format example: 123-456-7890	
Phone Number (123-456-7890)	<input type="text" value="(651) 793-8888"/>

**Figure 2.15: Example of Change User Account Attributes Error Messages**

Clicking **Cancel** returns you to the prior welcome page. You cannot complete your account setup without providing a **Secure PIN**.

## 2.3.4 Change Password

Saving your user account attributes takes you to a confirmation page. Click **OK**.

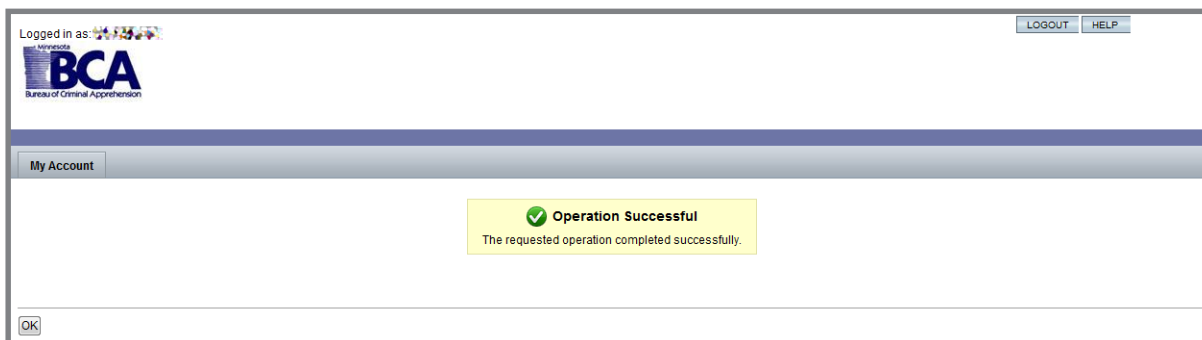


Figure 2.16: Confirmation Page

You are taken to another page. The page explains that you must change your password. This is the final step in setting up your MyBCA account.

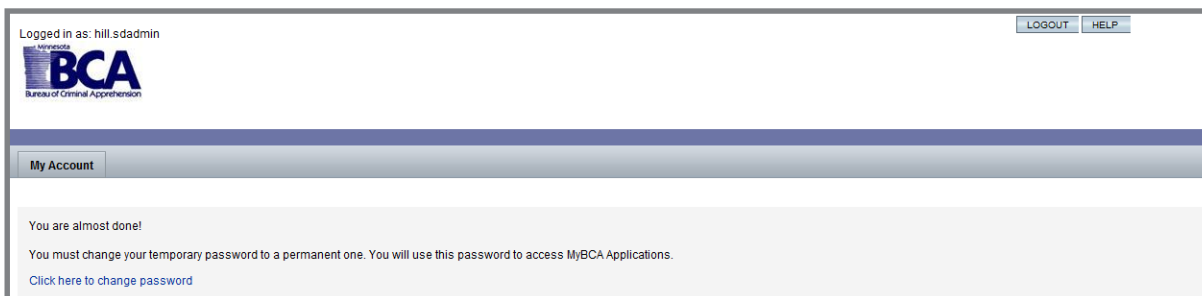


Figure 2.17: Almost Done

Click the provided link (**Click here to change password**) to proceed. You are taken to the **Change Password** page.

Logged in as: LOGOUT HELP

**My Account**

Change Password Account Attributes Authentication Questions

### Change Password

To change your password, enter a new password below and click **Save**.

**Data Practices Advisory**

You are on this page to change your MyBCA password. You are being asked to provide and confirm your new password. The BCA will use this data to change your password.

Providing this data allows us to change your MyBCA password. This allows you to access MyBCA applications. .

You are not required to provide this data. If you do not, the BCA cannot change your password. As a result, you may lose access to MyBCA applications.

Other entities entitled to access to your data are the Office of the Legislative Auditor, MN.IT employees who work at the BCA in support of systems, and by court order.

Password

Confirm Password

Passwords must conform to the following rules:

- Must be between 8 and 25 characters in length
- Check password against the dictionary
- Minimum Lowercase: 1
- Minimum Number of Character Type Rules That Must Pass: All
- Minimum Numeric: 1
- Minimum Special: 1
- Minimum Uppercase: 1
- Must not contain words: law, dps, qwert, department, apprehension, bca, crimnet, password, pwd, minnesota, safety, cbrs, comprehensive, criminal, cjis, public, incident

**Figure 2.18: Change Password Page**

To change your password:

1. Enter your new **Password**. Your new password must meet the password requirements listed on the page. For more information, see Section 2.3.5, "Password requirements".
2. Enter your new password again in the **Confirm Password** field.
3. Click **Save** to set your new password.

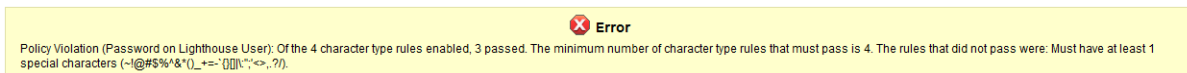
If your passwords match and meet the requirements outlined below, you are taken to a confirmation page. Click **OK**. You are taken to the **Identity Manager** page. Click **Go to MyBCA**. This returns you to the **MyBCA Login** page. You can then login to MyBCA to access the MyBCA Applications portal.





**Figure 2.19: Identity Manager Page**

If your passwords do not match or meet the requirements outlined below, you receive an error message. Correct the problem and try again.



**Figure 2.20: Example of Password Entry Error**

Click **Cancel** to return to the previous page.

## 2.3.5 Password requirements

Passwords for MyBCA user accounts must meet the following requirements:

- length between 8 and 25 characters
- must contain at least one number
- must contain at least one upper case letter
- must contain at least one lower case letter
- must contain at least one special character: accent mark (‘), tilde (~), exclamation point (!), at symbol (@), pound symbol (#), dollar sign (\$), percentage symbol (%), caret (^), ampersand (&), asterisk (\*), left parenthesis, right parenthesis, dash (-), underscore (\_), equal sign (=), plus sign (+), left brace ({), right brace (}), left bracket ([), right bracket (]), backslash (\), pipe (|), colon (:), semicolon (;), quotation mark (“), apostrophe (’), comma, period (.), question mark (?), and forward slash (/)
- must not contain these terms: apprehension, BCA, CIBRS, CJIS, comprehensive, criminal, CrimNet, department, DPS, incident law, Minnesota, password, public, pwd, qwert, or safety

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## 2.4 Your MyBCA session

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Think of your MyBCA session like you would your Windows operating system. You need Windows to work with applications such as Microsoft Word. Similarly, you need a MyBCA session to use MyBCA applications such as DVS Access, ISS, MROD, or SRS.

Once you successfully open a MyBCA session, it remains open while any MyBCA application registers activity or until you close it.

Once you open a MyBCA session, you can launch other MyBCA applications by selecting them from the **MyBCA Applications** page. As long as your MyBCA session is open and active, those applications are ready to use without an additional login.

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## 2.5 MyBCA session timeout

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Your MyBCA session automatically times out after 60 minutes of inactivity in any MyBCAApplication. If a system timeout occurs, close all browsers. You can then open a new MyBCA session, as described in Section 2.2, "Logging into MyBCA".

## Chapter 3

# Forgotten Credentials

This chapter tells you how to retrieve forgotten user names and reset forgotten passwords.

## 3.1 Forgotten user name

If you have forgotten your user name, click **Forgot UserName?** on the MyBCA Login page. This takes you to the **Retrieve Forgotten Username** page.

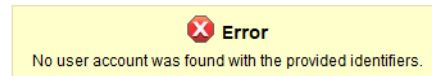
The screenshot shows the 'Retrieve Forgotten Username' page of the Minnesota Bureau of Criminal Apprehension (BCA). The page has a header with the BCA logo and 'Bureau of Criminal Apprehension' text. In the top right corner, there are 'LOGOUT' and 'HELP' links. The main heading is 'Retrieve Forgotten Username'. Below this, a message states: 'Enter the requested identifiers. Click **Email Username** to retrieve your username. If your account is found, MyBCA will send you an email with your username.' A 'Data Practices Advisory' section follows, explaining that users are asked to provide their Secure PIN for verification and that providing it allows the BCA to compare it to their files. It also mentions that other entities like the Office of the Legislative Auditor and MN.IT employees can access the data. Below the advisory, there are four input fields: 'First Name', 'Last Name', 'Email Address', and 'Secure Pin', each with a red asterisk indicating it is a required field. At the bottom left, there are two buttons: 'Email Username' and 'Go to MyBCA Login'. A red asterisk with the text '\* indicates a required field' is located at the bottom right of the form area.

Figure 3.1: Retrieve Forgotten Username Page

Enter your **First Name**, **Last Name**, **Email Address**, and **Secure PIN** into the appropriate fields. *All fields must be provided to retrieve your user name.*

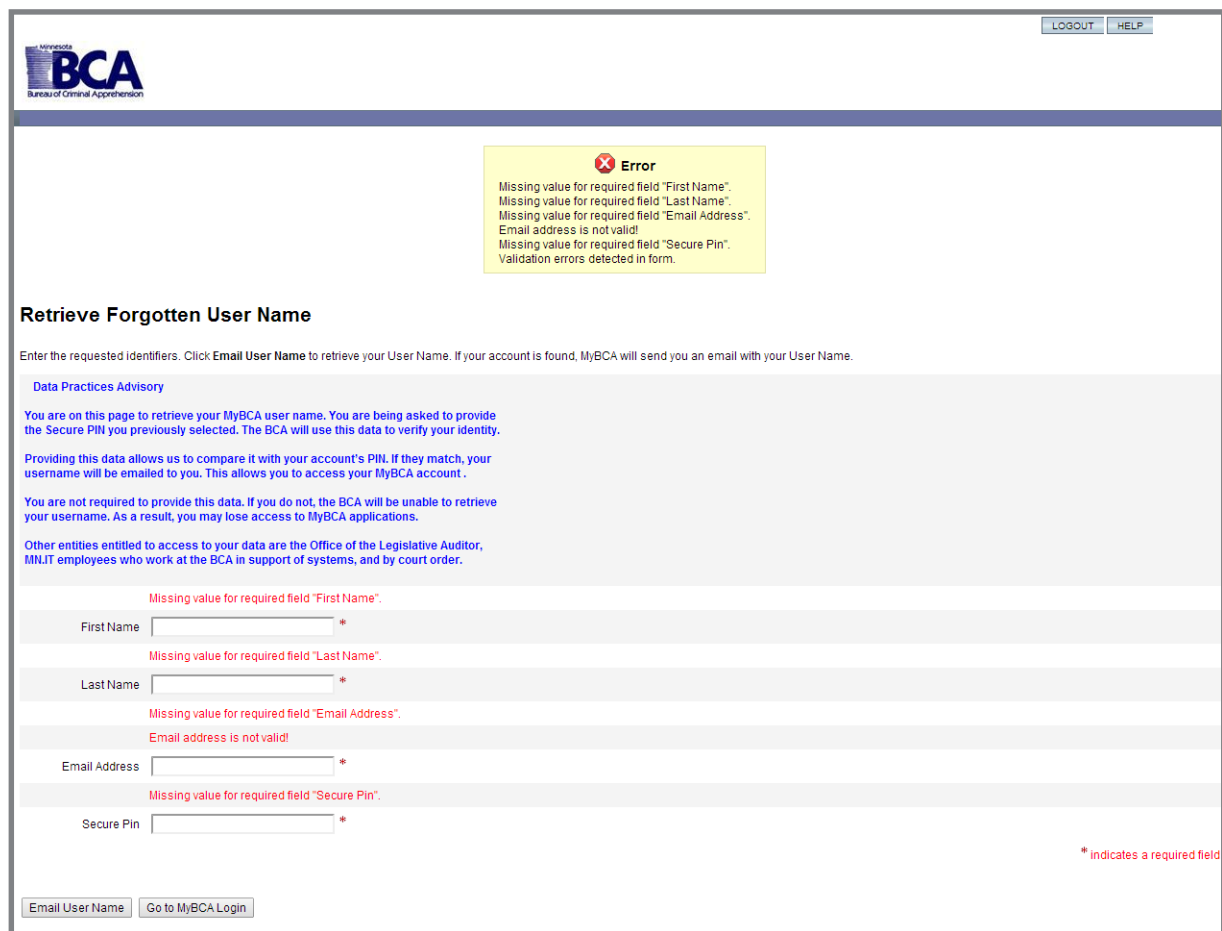
Click **Email Username**. One of four events occurs:

- You are taken to a page informing you that your account was located. Your user name is emailed to your **Email Address**. Click **Go to MyBCA** to return to the **MyBCA Login** page.
- No account is found matching your information. An error message appears. Check your information and try again.



**Figure 3.2: No User Account Found Error**

- You did not enter information in all fields. An error message appears. Enter information in the fields you missed and try again.



**Retrieve Forgotten User Name**

Enter the requested identifiers. Click **Email User Name** to retrieve your User Name. If your account is found, MyBCA will send you an email with your User Name.

**Data Practices Advisory**

You are on this page to retrieve your MyBCA user name. You are being asked to provide the Secure PIN you previously selected. The BCA will use this data to verify your identity.

Providing this data allows us to compare it with your account's PIN. If they match, your username will be emailed to you. This allows you to access your MyBCA account.

You are not required to provide this data. If you do not, the BCA will be unable to retrieve your username. As a result, you may lose access to MyBCA applications.

Other entities entitled to access to your data are the Office of the Legislative Auditor, MN.IT employees who work at the BCA in support of systems, and by court order.

**Validation Errors:**

- Missing value for required field "First Name".
- Missing value for required field "Last Name".
- Missing value for required field "Email Address".
- Email address is not valid!
- Missing value for required field "Secure Pin".
- Validation errors detected in form.

**Form Fields:**

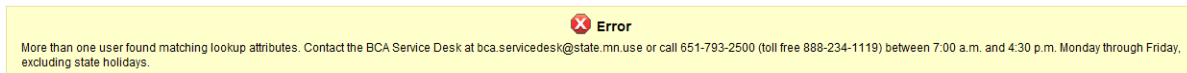
- First Name  \*
- Last Name  \*
- Email Address  \*
- Secure Pin  \*

\* indicates a required field

**Buttons:** Email User Name, Go to MyBCA Login

**Figure 3.3: Information Not Provided Error**

- You have more than one account with the same **Secure PIN**. Because of the duplication, MyBCA cannot determine the account you are requesting the user name for. An error message appears. You must contact the BCA Service Desk to retrieve your user name. For more information, see Section 7.3, "BCA Service Desk" in Chapter 7, *Additional Help*.



**Figure 3.4: Matching Lookup Error**

Click **Go to MyBCA Login** to return to the **MyBCA Login** page.

## 3.2 Forgotten Password

If you have forgotten your password, click **Forgot Password?** on the **MyBCA Login** page. This takes you to a page that requests your **User Name**.

A screenshot of the 'Forgotten Password - User Name Request Page'. The page has a white background with a blue header bar. In the top left corner, it says 'Logged in as: Reset' and 'Minnesota BCA Bureau of Criminal Apprehension'. In the top right corner, there is a 'HELP' button. Below the header, there is a text prompt: 'Please enter your User Name and click Submit to begin the password reset process.' Below this prompt is a text input field labeled 'User Name:'. Below the input field are two buttons: 'Submit' and 'Go to MyBCA Login'. At the bottom left of the form, there is a link that says 'Forgot UserName?'. The entire form is enclosed in a thin grey border.

**Figure 3.5: Forgotten Password - User Name Request Page**

You have three options on this page:

- Enter your **User Name** and click **Submit**.
- Click **Go to MyBCA Login** to return to the **MyBCA Login** page.
- If you have forgotten your **User Name**, click **Forgot UserName?** This takes you to the **Retrieve Forgotten Username** page. For more information on retrieving your user name, see Section 3.1, "Forgotten user name".

Once you **Submit** your **User Name**, you are taken to the **Identify User** page.

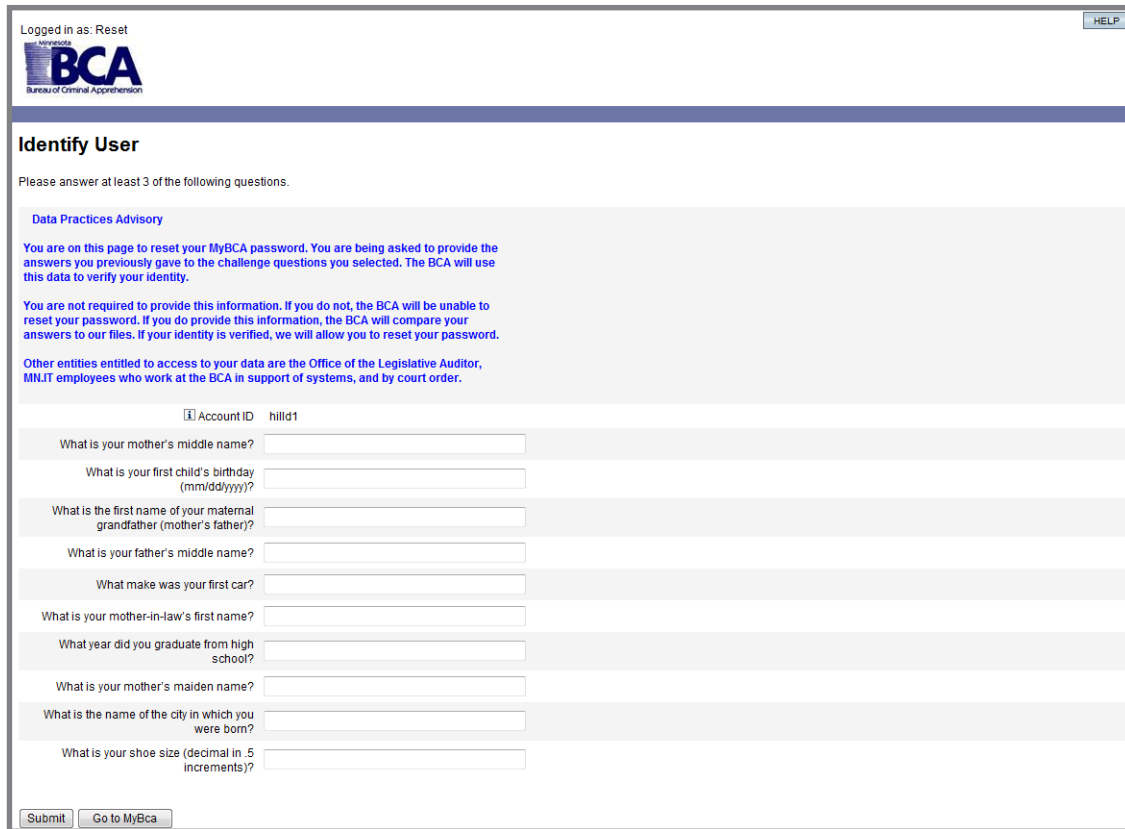


Figure 3.6: Identify User Page

### 3.2.1 Identify User

Your user name (**Account ID**) is shown below the Data Practices Advisory. Below this are 10 security questions. These are the same questions asked when you completed setup on your MyBCA account (for more information, see Section 2.2.2, "Authentication Questions" in Chapter 2, *Getting Started*). Type your answers to at least 3 of the listed questions.

Click **Save** when you are finished. If you do not provide at least 3 correct answers, an error message appears. For more information, see Section 3.2.3, "Failing to answer security questions".

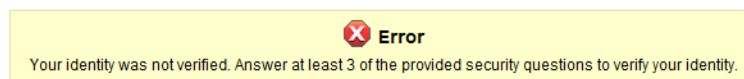


Figure 3.7: Identity Not Verified Error

Click **Go to MyBCA** to return to the **MyBCA Login** page. You are taken to the **Change Password** page.

## 3.2.2 Change Password

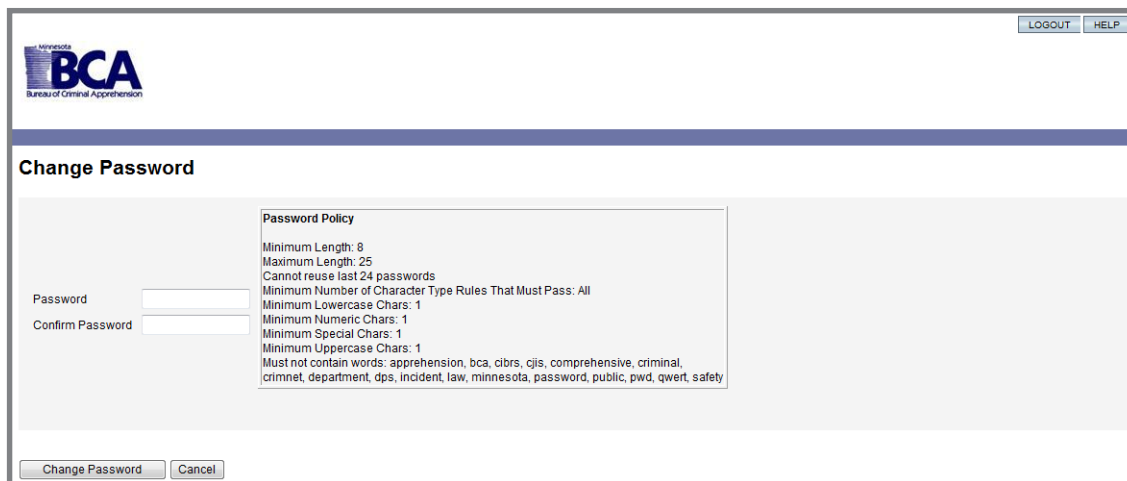


Figure 3.8: Change Password Page

To change your password:

1. Enter your new **Password**. Your new password must meet the password requirements listed on the page. For more information, see Section 2.2.5, "Password requirements" in Chapter 2, *Getting Started*.
2. Enter your new password again in the **Confirm Password** field.
3. Click **Save** to set your new password.

If your passwords match and meet the password requirements, you are taken to a confirmation page. Click **OK** to go to the **MyBCA Applications** page.

If your passwords do not match or meet the password requirements, you receive an error message. Correct the problem and try again.

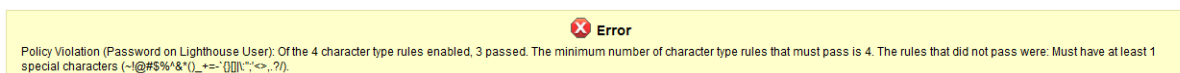


Figure 3.9: Example of Password Entry Error

### 3.2.3 Failing to answer security questions

*If you submit incorrect answers to your security questions five times, your account will be locked. You are taken to a page informing you that your password update was not successful. You will be unable to use the **Forgot Password?** process until the BCA Service Desk unlocks your account. For more information, see Section 3.3, "BCA Service Desk password reset".*

Clicking **Cancel** takes you to a page informing you that your password update was not successful. Click **Go to MyBCA Login** to return to the **MyBCA Login** page.



**Figure 3.10: Unsuccessful Password Update Page**

## 3.3 BCA Service Desk password reset

*If you are locked out of your MyBCA account and need your password reset, you must contact the BCA Service Desk.*

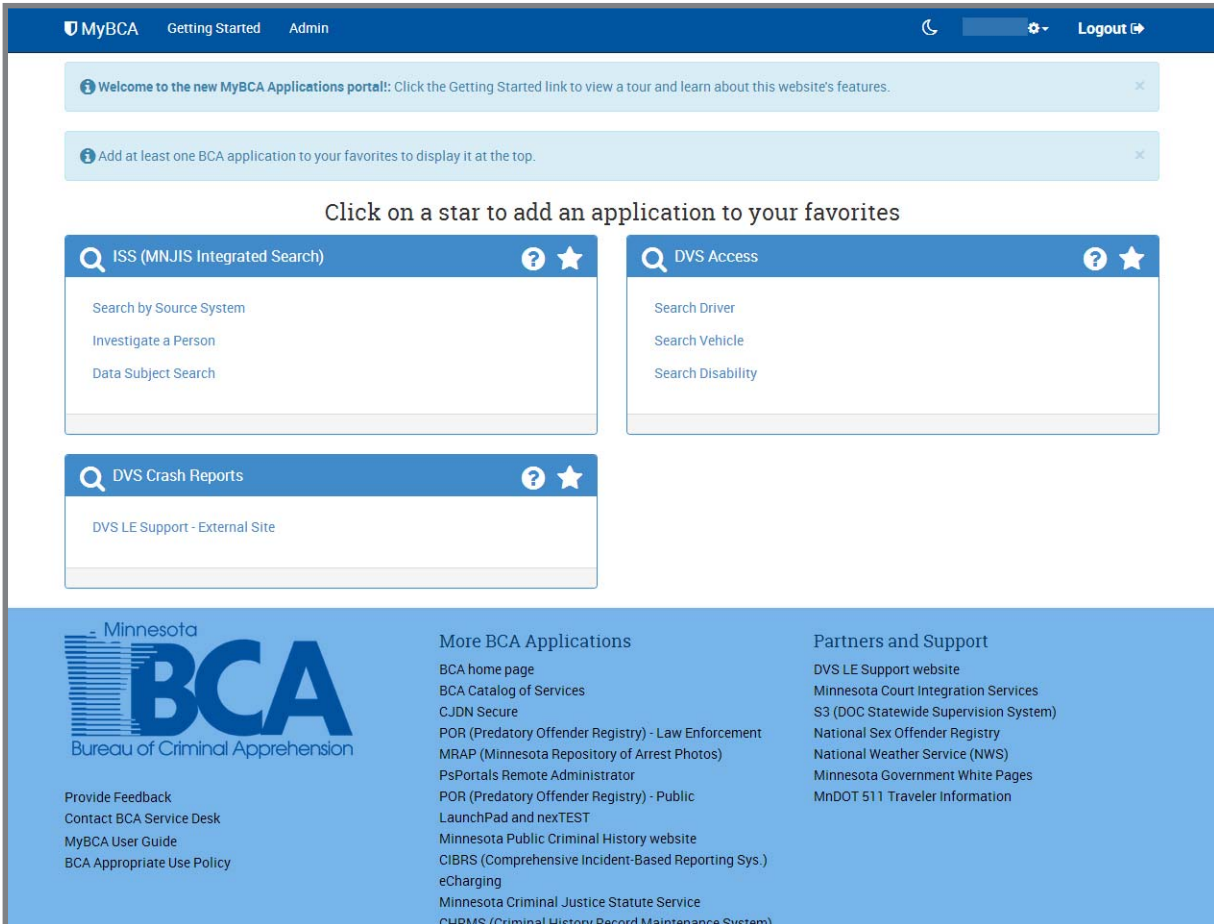
If the BCA Service Desk resets your password, it will be sent to the email account listed for your account. The email containing the password will be secure. For information on accessing this secure email, see Section 2.1, "Your new MyBCA account" in Chapter 2, *Getting Started*.



## Chapter 4

# MyBCA Applications

**MyBCA Applications** is the MyBCA portal. From this page, you can launch MyBCA applications you are authorized to use.



**Figure 4.1: Example of MyBCA Applications Page on First Login**

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## 4.1 Menu bar

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At the top of the MyBCA Applications page is the menu bar. It has five elements:

- MyBCA
- Getting Started
- Night Mode
- Options
- Logout

### 4.1.1 MyBCA

Clicking **MyBCA** on the left of the menu bar returns you to the page you arrived on when you logged in.

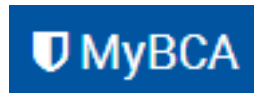


Figure 4.2: MyBCA Link

## 4.1.2 Getting Started

To the right of the **MyBCA** link is the **Getting Started** link. Click this link to go to the **Getting Started** page.

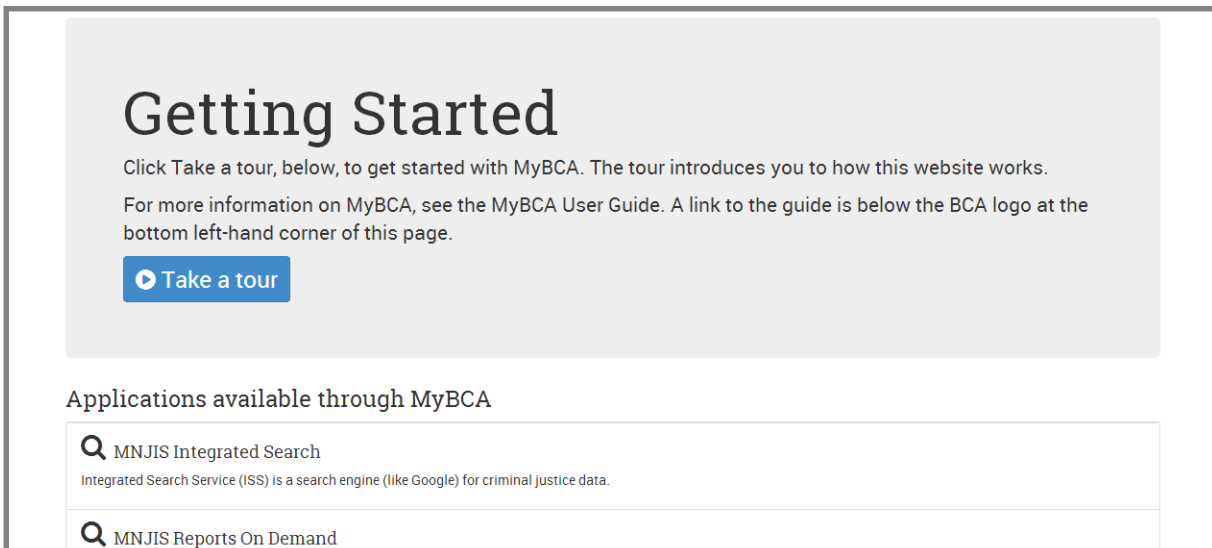


Figure 4.3: Getting Started Page

There are two elements to the **Getting Started** page:

- the **Take a tour** button — clicking this button starts a brief tour that takes you through the basic functions of the MyBCA website

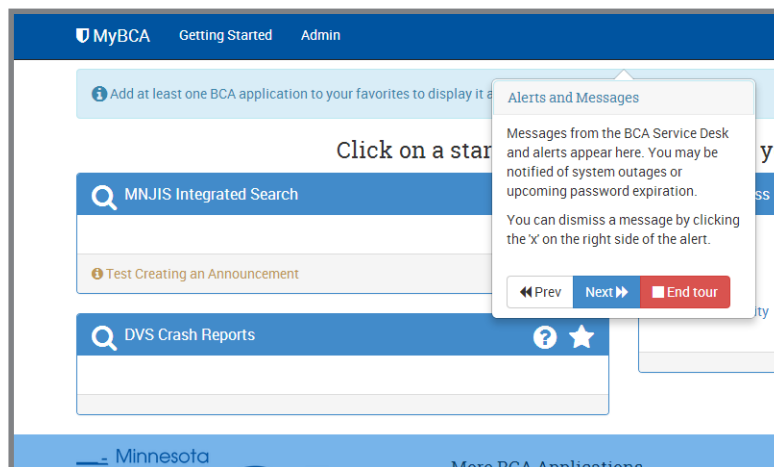


Figure 4.4: Example of Getting Started Tour

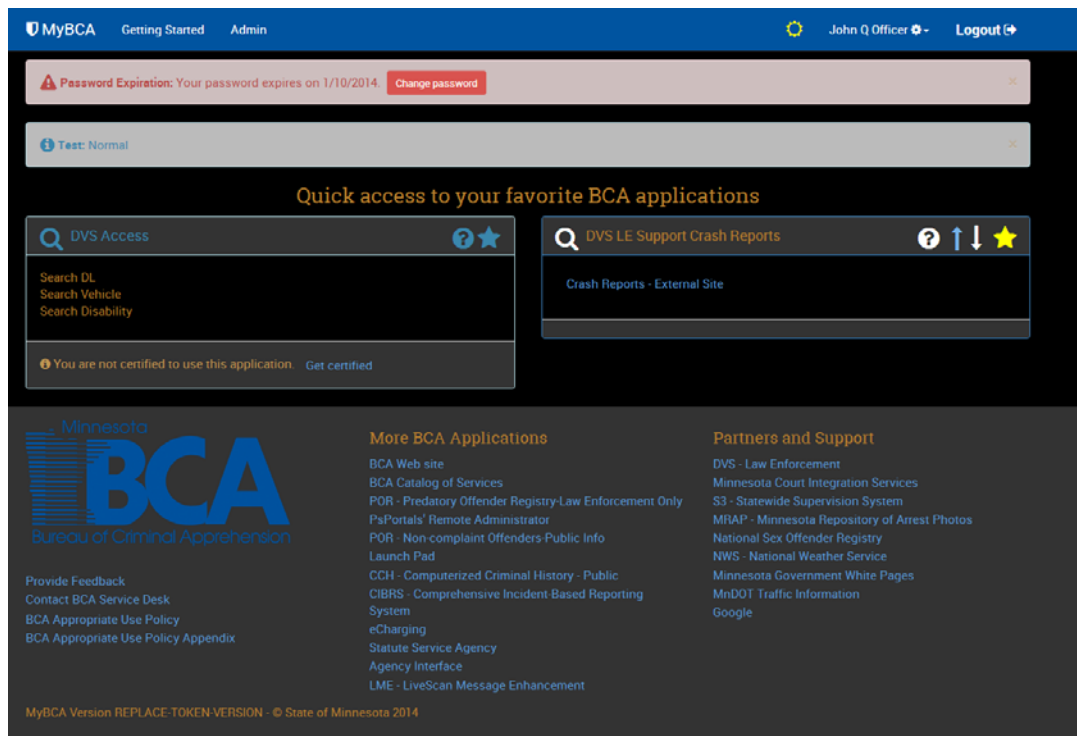
- a listing of all MyBCA applications, with brief descriptions of each

## 4.1.3 Night Mode

In the upper-right hand corner of each page, there is a moon symbol. Clicking this symbol allows you to switch from the colors normally displayed by MyBCA to a night vision-friendly scheme. This is intended for law enforcement use in the field.



**Figure 4.5: Moon Symbol**



**Figure 4.6: Example of Night Mode**

If you are in night mode, the moon symbol is replaced by a sun symbol. Clicking this symbol allows you to switch back to the default MyBCA color scheme.

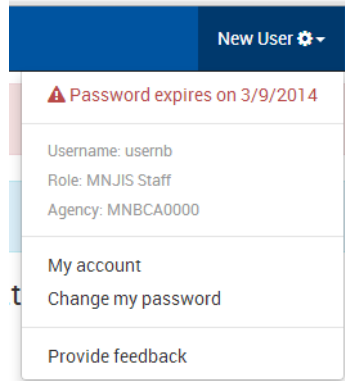


**Figure 4.7: Sun Symbol**

Your choice of color scheme becomes the default for MyBCA on the computer you are using until it is changed again. It also becomes the default color scheme for DVS Access on that computer.

## 4.1.4 Options

Clicking your name in the right of the menu bar displays the **Options** menu.



**Figure 4.8: Options Menu**

The **Options** menu has four elements:

- The first section of the **Options** menu displays your user name, your user role, and your agency ORI. If your password is due to expire, a message appears above this information.

If this section does not display your information, **Logout** of MyBCA, then attempt to login again.

- The **My account** option allows you to change your MyBCA account attributes. For more information, see Section 5.3, "My account" in Chapter 5, *Managing Your MyBCA Account*.
- The **Change my password** option allows you to change your MyBCA account password. For more information, see Section 5.1, "Change my password" in Chapter 5, *Managing Your MyBCA Account*.
- The **Provide feedback** option allows you to provide the BCA with feedback about MyBCA or MyBCA applications. For more information, see Chapter 6, "Feedback".

## 4.1.5 Logout

Click **Logout** to log out of MyBCA. You are taken to a page confirming you have successfully logged out.



**Figure 4.9: Logout Link**



**Figure 4.10: Successful Logout Page**

Logging out of MyBCA ends your MyBCA session. It also closes any MyBCA applications you are using at the time. Once you log out of MyBCA, you must log in again to use any MyBCA applications.

You can also log out of MyBCA from some MyBCA applications. Refer to the application's user guide for additional information.

## 4.2 Alerts and messages

Below the menu bar may be one or more alerts or messages. They appear in boxes with an information symbol preceding the text.

Alerts, such as a password expiration notice, appear in a red box. Other messages appear in a blue box.

These messages could contain the following:

- messages about MyBCA or its applications, such as when applications will be off-line
- MyBCA password expiration notices
- hints on using the **MyBCA Applications** page
- other information to assist your use of MyBCA applications

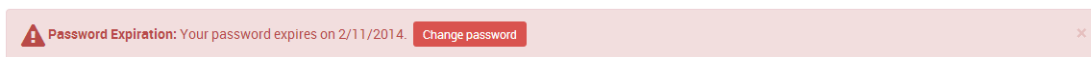


Figure 4.11: Example of Alert



Figure 4.12: Example of Message

To remove an alert or message from your **MyBCA Applications** page, click the **X** in the right of the message. Some messages may reappear later, depending on your actions on the **MyBCA Applications** page.

## 4.3 Applications

Below the menu bar and any informational messages are your available MyBCA applications.

When you first login to MyBCA, your available applications are displayed on the **MyBCA Applications** page. Each application is represented by a panel on the page.

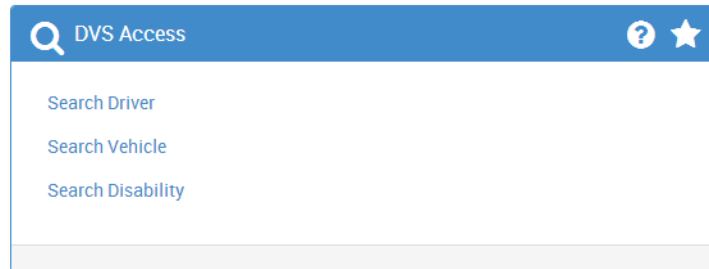


Figure 4.13: Example of Application Panel on MyBCA Applications Page

### 4.3.1 Link to application

Next to the magnifying glass symbol in the top left of the panel is the application's name. This is a link. Click the link to launch the application. The application appears in a separate browser window or tab.

### 4.3.2 Application help

Click the question mark symbol in the top right of the panel to view any available help for the application. This help could include a description of the application, user guides, training materials, and/or other documentation. Any information on the application's normal maintenance window is also displayed.

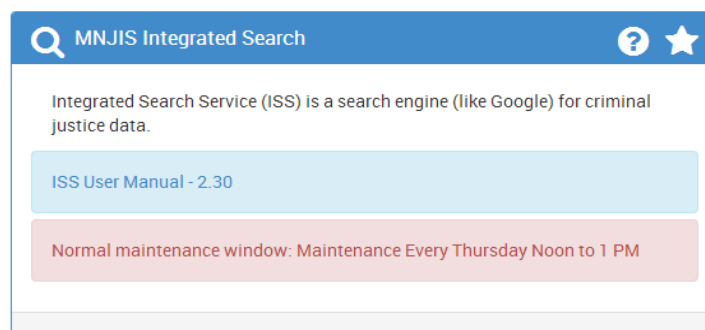


Figure 4.14: Example of Application Help



You can access any listed resources in two ways:

- Click the linked resource. It loads in a new browser window or tab.
- Right-click the linked resource. This displays your browser's options for this link. This could include saving the resource to your computer or opening it in a separate browser window or tab.

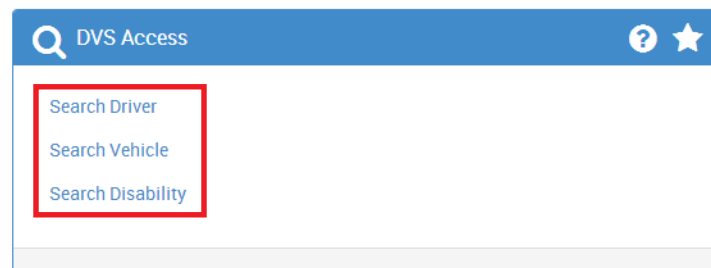
### 4.3.3 Favorite star

Click the star symbol in the top right of the panel to toggle the application as a "favorite". For more information on favorites, see Section 4.5, "Favorite applications".

### 4.3.4 Application functions

Some applications have links below the application's name. These links refer to a specific function in the application.

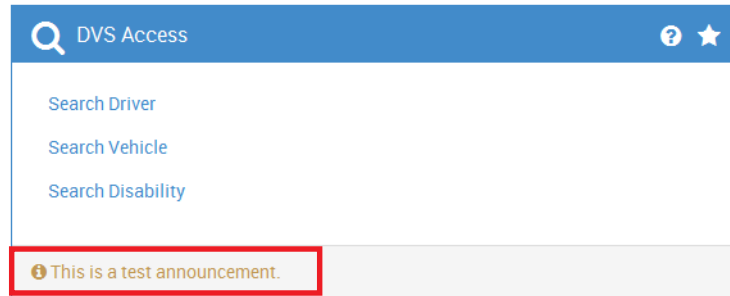
Click a link to launch the application and go to the listed function. The application appears in a separate browser window or tab.



**Figure 4.15: Example of Application Panel on MyBCA Applications Page  
(Application Links Highlighted)**

## 4.3.5 Alerts and messages

At the bottom of the application panel may be one or more alerts or messages. They appear in boxes with an information symbol preceding the text.



**Figure 4.16: Example of Application Message (Highlighted)**

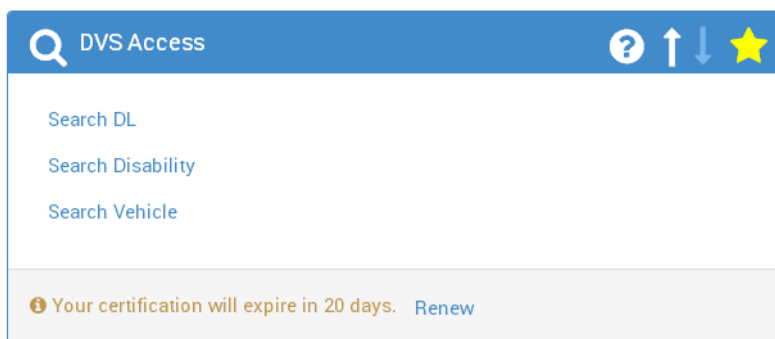
These messages could contain the following:

- messages about this specific application, such as when it will be off-line
- password or certification expiration notices, including links to change passwords or renew certifications
- other information to assist your use of the application

Application-specific alerts and messages cannot be removed from your **MyBCA Applications** page.

## 4.3.6 Upcoming certification expiration

If an application requires certification to use, MyBCA displays an alert within 30 days of its expiration.

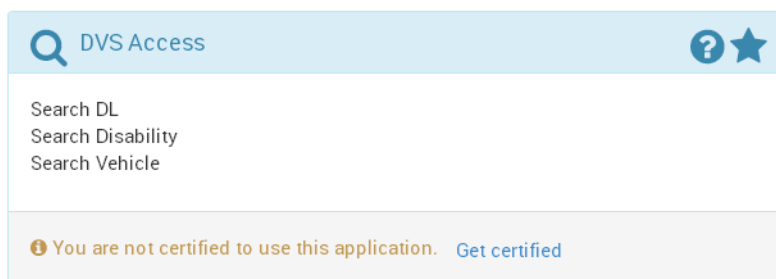


**Figure 4.17: Example of Upcoming Certification Expiration**

Click **Renew** to renew your certification. A separate browser tab or window launches, taking you to the BCA's LaunchPad website. For more information, see Section 4.4, "Training and certification requirements".

## 4.3.7 Expired certification

If you do not renew your certification before it expires, the application's link and any functions listed under it become unselectable.

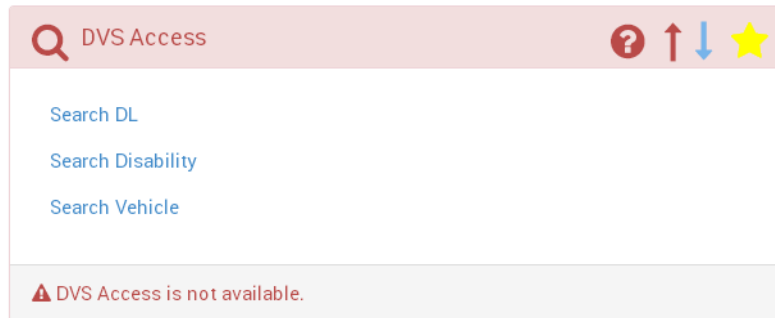


**Figure 4.18: Example of Expired Certification**

Click **Get certified** to complete your certification. A separate browser tab or window launches, taking you to the BCA's LaunchPad website. For more information, see Section 4.4, "Training and certification requirements".

## 4.3.8 Application unavailable

If an application is not available, its panel turns red. The application's link and any functions listed under it remain selectable. This allows users to launch applications that are actually available, but are not marked as such.



**Figure 4.19: Example of Unavailable Application**

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## 4.4 Training and certification requirements

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You may need training or certification to use certain MyBCA applications. These applications include:

- DVS Access
- FBI National Data Exchange (N-DEx)

It may take up to 15 minutes after completing training or certification before you can use these applications.

Training is provided through the BCA's Launchpad website. Certification is provided through the BCA's nexTEST website. Both websites are located at <https://bcanextest.x.state.mn.us/launchpad>.

If you are a new Launchpad and/or nexTEST user:

- your MyBCA user name is also your Launchpad and/or nexTEST user name
- your Launchpad and/or nexTEST password is your ORI, listed above (this is case-sensitive — use capital letters)

If you are a current Launchpad and/or nexTEST user, your user name for those sites is your MyBCA user name. Your password(s) for those sites will not change.

If you do not know your nexTEST password or require other assistance, contact your agency administrator. In many agencies, the agency administrator is your Terminal Agency Coordinator (TAC).

## 4.5 Favorite applications

You can set applications to be “favorites”. These could be applications you use frequently and want to be easily accessible.

### 4.5.1 Adding favorites

Selecting the star symbol for an application on your **MyBCA Applications** page selects it as a favorite. The star turns yellow. Your **MyBCA Applications** page updates.

Applications you select as favorites now appear on the **MyBCA Applications** page. Applications not selected as favorites are hidden from view.

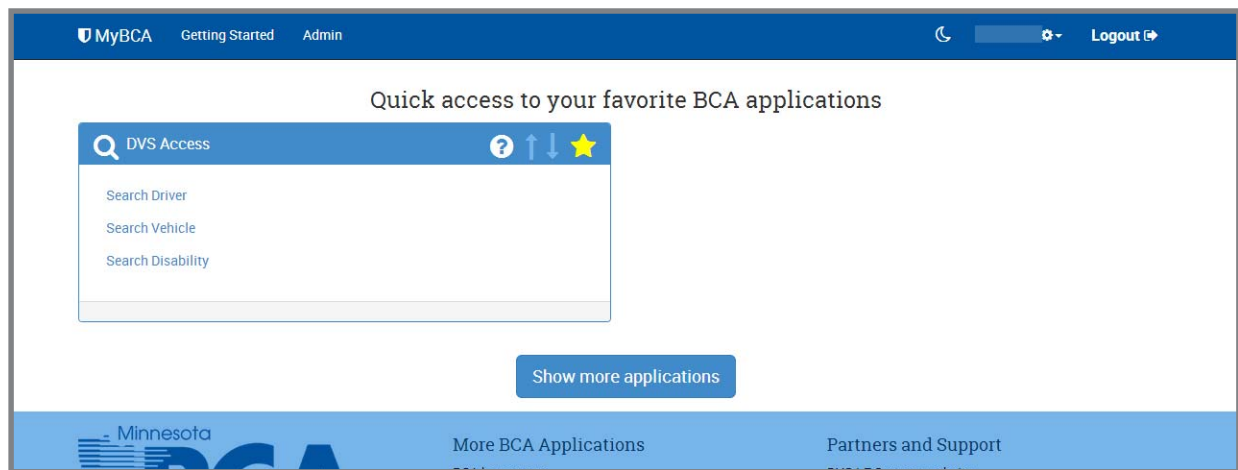


Figure 4.20: MyBCA Applications Page (One Favorite Set)

### 4.5.2 Removing favorites

Selecting the star symbol for a favorite application on your **MyBCA Applications** page removes it as a favorite. The star turns white. Your **MyBCA Applications** page updates.

If you have no favorite applications selected, all your available MyBCA applications appear on the **MyBCA Applications** page. See Figure 2.1 for an example.

## 4.5.3 Arranging your favorites

If you have more two or more applications marked as favorites, you can arrange them on your **MyBCA Applications** page. These settings are remembered by MyBCA.

Click the up arrow to move the application “up” in the sorting order. Moving an application “up” has the following effect:

- if the application is in the right-hand column, it moves to the left-hand column
- if the application is in the left-hand column, it moves up a row to the right-hand column

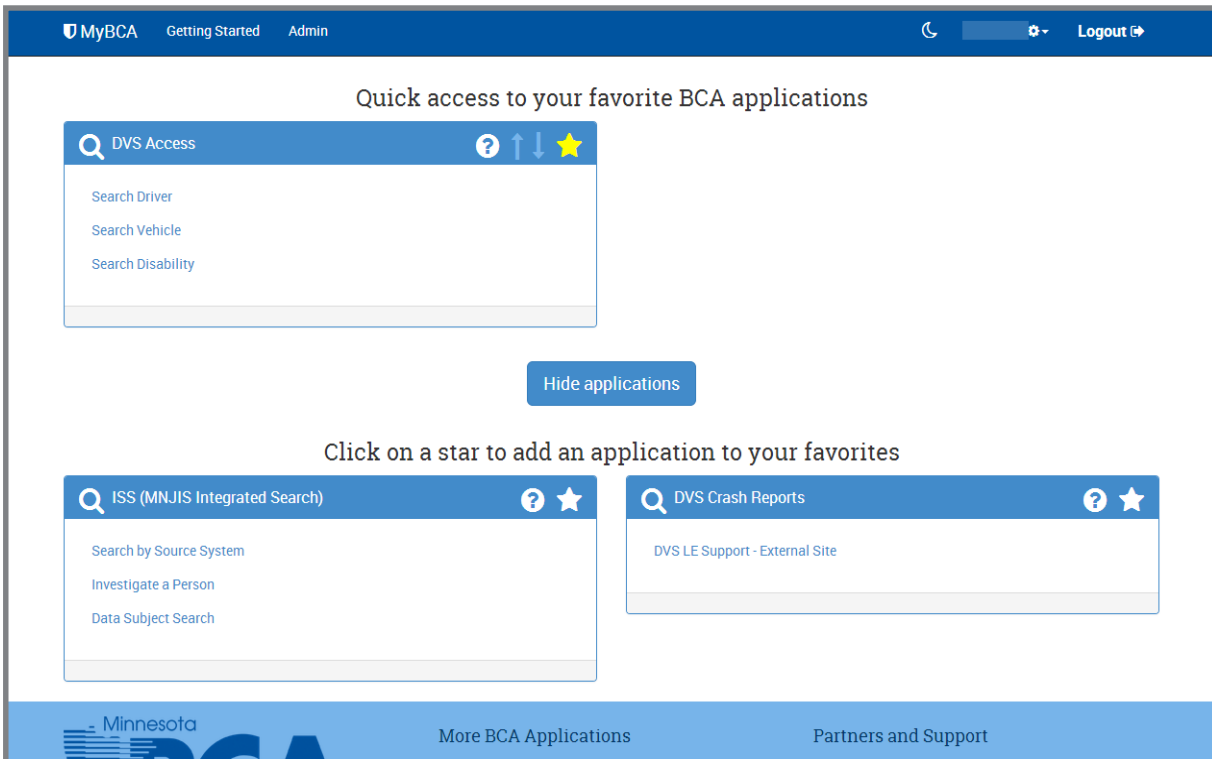
Click the down arrow to move the application “down” in the sorting order. Moving an application “down” has the following effect:

- if the application is in the left-hand column, it moves to the right-hand column
- if the application is in the right-hand column, it moves down a row to the left-hand column

## 4.5.4 Show more applications

To view your other available applications, click **Show more applications**. The page expands to show those additional applications. To hide those applications, click **Hide applications**.

If you **Show more applications**, then add, arrange, or remove a favorite application, the page hides applications not marked as favorites.



**Figure 4.21: MyBCA Applications Page (More Applications Expanded)**



## 4.6 Other BCA links

The bottom of the **MyBCA Applications** page contains a set of links.



**Figure 4.22: Other BCA Links Section**

There are three types of links:

- links to MyBCA-related pages (i.e., Provide Feedback)
- **More BCA Applications** – links to BCA resources that are not a part of MyBCA (i.e., BCA Catalog of Services, Launchpad)
- **Partners and Support** – links to useful external resources (i.e. the National Weather Service)

Click a link to view the linked web address. The page appears in a separate browser window or tab.

## 4.7 Browser window/tab size

To optimize screen space, MyBCA does the following when it is used in a smaller browser window or tab:

- the **Getting Started** link, the **Options** menu, and the **Logout** button may combine into a single menu



Figure 4.23: Combined Menu

- the applications panels may display in a single column instead of two
- the **Partners and Support** links may disappear

This chapter provides you with information on how to manage your MyBCA account.

## 5.1 Change my password

---

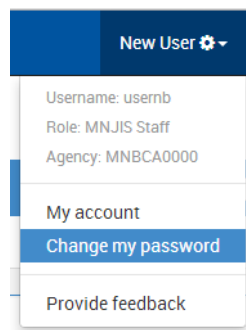
To change your MyBCA account password:

1. Do one of the following:
  - a. Click **Change password** in the **Password Expiration** alert.



**Figure 5.1: Password Expiration Alert**

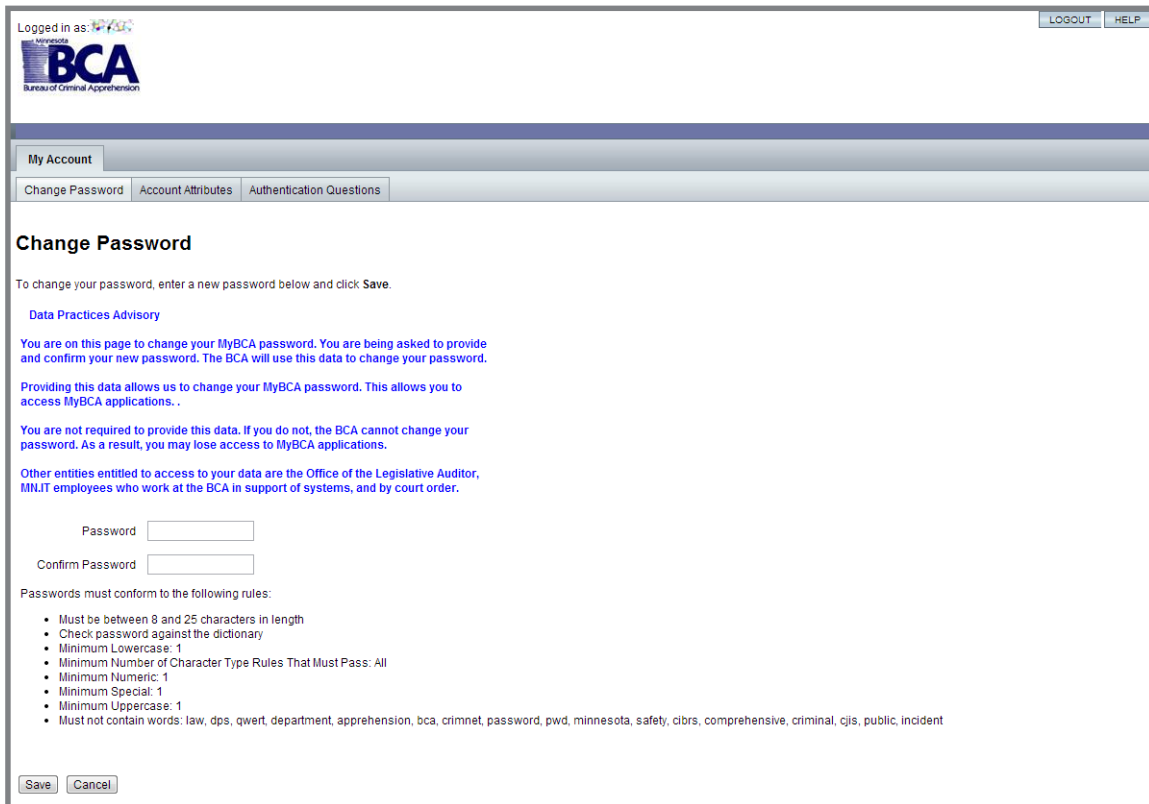
- b. Select the **Options** menu. Click **Change my password**.




**Figure 5.2: Options Menu (Change my password Highlighted)**

2. A new browser window or tab launches. You are taken to the **Change Password** tab of the **Identity Manager** page.

3. Enter your new **Password**. Your new password must meet the password requirements listed on the page. For more information, see Section 2.2.5, "Password requirements" in Chapter 2, *Getting Started*.
4. Enter your new password again in the **Confirm Password** field.
5. Click **Save** to set your new password.



Logged in as:  **BCA**  
Bureau of Criminal Apprehension

**My Account**

Change Password | Account Attributes | Authentication Questions

### Change Password

To change your password, enter a new password below and click **Save**.

[Data Practices Advisory](#)

You are on this page to change your MyBCA password. You are being asked to provide and confirm your new password. The BCA will use this data to change your password.

Providing this data allows us to change your MyBCA password. This allows you to access MyBCA applications.

You are not required to provide this data. If you do not, the BCA cannot change your password. As a result, you may lose access to MyBCA applications.

Other entities entitled to access to your data are the Office of the Legislative Auditor, MN.IT employees who work at the BCA in support of systems, and by court order.

Password

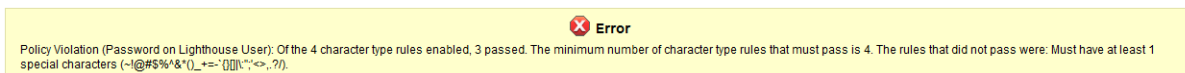
Confirm Password

Passwords must conform to the following rules:

- Must be between 8 and 25 characters in length
- Check password against the dictionary
- Minimum Lowercase: 1
- Minimum Number of Character Type Rules That Must Pass: All
- Minimum Numeric: 1
- Minimum Special: 1
- Minimum Uppercase: 1
- Must not contain words: law, dps, qwert, department, apprehension, bca, crimnet, password, pwd, minnesota, safety, cibra, comprehensive, criminal, cjis, public, incident

**Figure 5.3: Identity Manager Page (Change Password Tab)**

If your passwords do not match or meet the requirements outlined below, you receive an error message. Correct the problem and try again.



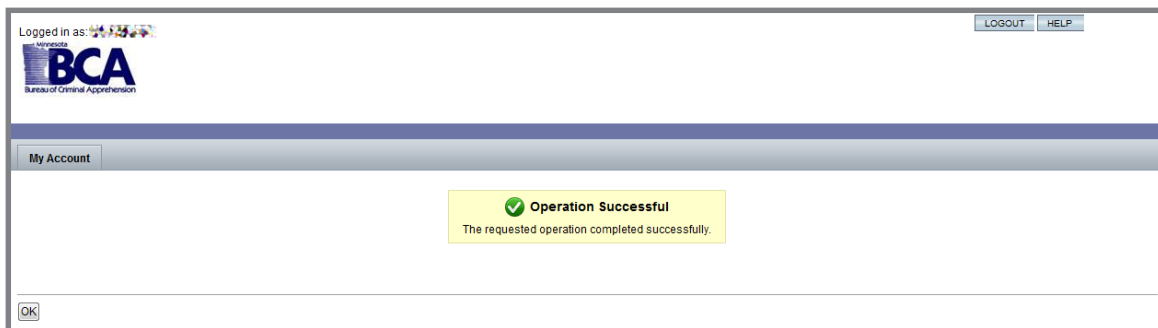
**Error**

Policy Violation (Password on Lighthouse User): Of the 4 character type rules enabled, 3 passed. The minimum number of character type rules that must pass is 4. The rules that did not pass were: Must have at least 1 special characters (-!@#\$%^&\*()\_+=~:[]\|'";<>.,?).

**Figure 5.4: Password Error Example**

If your passwords match and meet the requirements outlined below, you are taken to a confirmation page. Click **OK**. You are taken to the **Identity Manager** page. From here, you can:

- close the browser window or tab
- click **My Account** to further update your account information
- click **Go to MyBCA** to log out of your MyBCA session — you are returned to the **MyBCA Login** page.



**Figure 5.5: Operation Successful**

---

## 5.2 Your MyBCA password

---

This section contains important information about your MyBCA password.

### 5.2.1 Password expiration

- MyBCA passwords expire after 90 days.
- If your MyBCA password expires in the next 15 days, you are notified when you login.
- If your password expired in the last 90 days, you are prompted to change it on your next login.
- If your password expired more than 180 days ago, your account has likely been disabled. You must contact the BCA Service Desk to re-enable your account. For more information on the BCA Service Desk, see Section 7.3, "BCA Service Desk" in Chapter 7, *Additional Help*.

### 5.2.2 Reusing passwords

*Reusing passwords is strongly discouraged.* You are not allowed to reuse a password until 24 password changes occur.

## 5.3 My account

The **My account** selection on the **MyBCA Applications** page allows you to:

- edit your account attributes (e.g., your name, email address, phone number, Secure PIN, etc.)
- change the answers to your authentication questions

To do either task:

1. Select the **Options** menu.

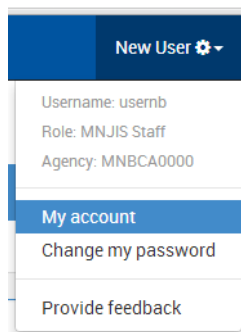


Figure 5.6: Options Menu (My account Highlighted)

2. Click **My account**. A new browser window or tab launches. You are taken to the **Identity Manager** page.

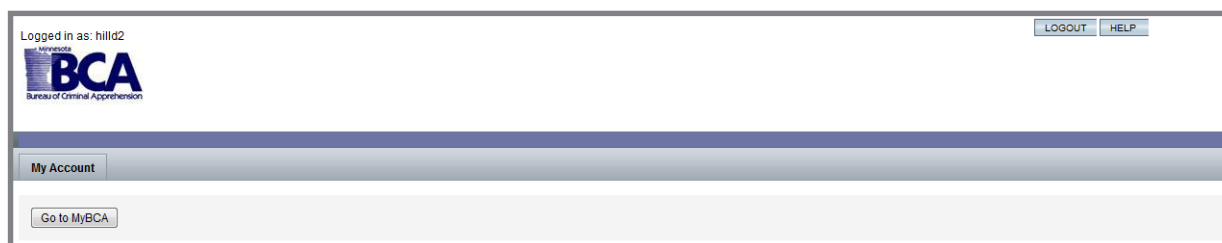


Figure 5.7: Identity Manager Page

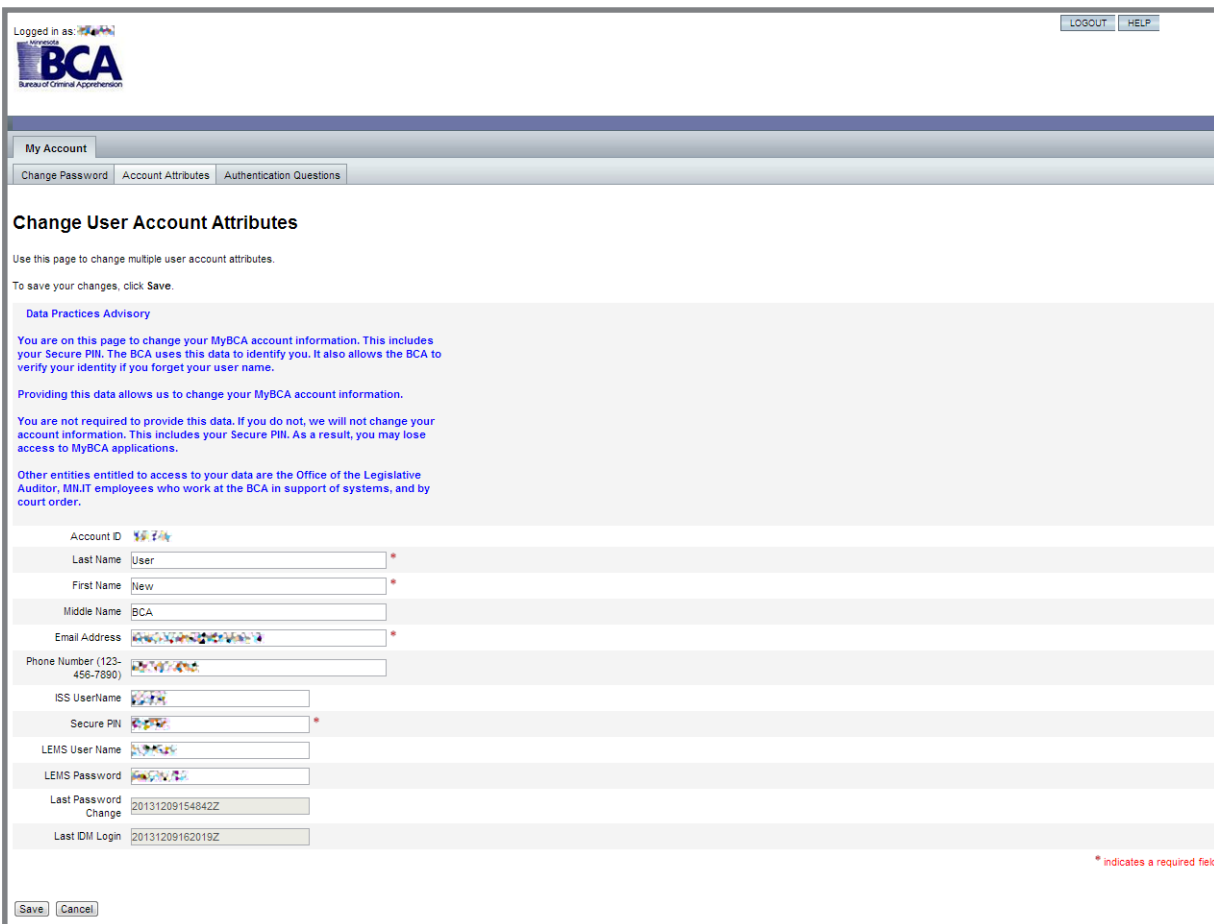
3. Click **My Account** on the **Identity Manager** page. You are taken to the **Change Password** tab, as described in Section 5.1, "Change my password".


#### 4. Do one of the following:

- a. To edit your account attributes, click **Account Attributes**. You are taken to the **Account Attributes** tab of the **Identity Manager** page. See Section 5.3.1, "Editing your account attributes", for additional instructions.
- b. To change the answers to your authentication questions, click **Authentication Questions**. You are taken to the **Authentication Questions** tab of the **Identity Manager** page. See Section 5.3.2, "Changing your authentication question answers", for additional instructions.

### 5.3.1 Editing your account attributes

The **Account Attributes** tab of the **Identity Manager** page is where you edit your MyBCA account attributes.



Logged in as:  **BCA**  
Bureau of Criminal Apprehension

LOGOUT HELP

My Account

Change Password Account Attributes Authentication Questions

#### Change User Account Attributes

Use this page to change multiple user account attributes.

To save your changes, click **Save**.


**Data Practices Advisory**

You are on this page to change your MyBCA account information. This includes your Secure PIN. The BCA uses this data to identify you. It also allows the BCA to verify your identity if you forget your user name.

Providing this data allows us to change your MyBCA account information.

You are not required to provide this data. If you do not, we will not change your account information. This includes your Secure PIN. As a result, you may lose access to MyBCA applications.

Other entities entitled to access to your data are the Office of the Legislative Auditor, MILIT employees who work at the BCA in support of systems, and by court order.

Account ID 

Last Name  \*

First Name  \*

Middle Name

Email Address  \*

Phone Number (123-456-7890)

ISS UserName

Secure PIN  \*

LEMS User Name

LEMS Password

Last Password Change

Last IDM Login

\* indicates a required field

Save Cancel

**Figure 5.8: Identity Manager Page (Account Attributes Tab)**



The **Account Attributes** tab of the **Identity Manager** page has the following fields:

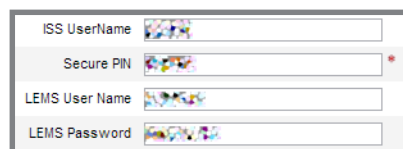
**Table 5.1: Account Attributes Tab Fields**

Field	Description
Account ID	This field displays your user name.
Last Name	Enter your last name into this text box. <i>This is a required field.</i>
First Name	Enter your first name into this text box. <i>This is a required field.</i>
Middle Name	Enter your middle name, if any, into this text box.
Email Address	Enter your email address into this text box. <i>This is a required field.</i> <i>If you have more than one MyBCA account, you should have a unique email address for each account.</i>
Phone Number	Enter your primary telephone number, if any, into this text box. Use the format 123-456-7890.
Secure PIN	Enter your secure PIN into this text box. <i>This is a required field.</i> <i>If you have more than one MyBCA account, you must have a unique <b>Secure PIN</b> for each account. Otherwise, the <b>Forgot UserName?</b> function will not work for those accounts. For more information, see Section 3.1, "Forgotten user name" in Chapter 3, <i>Forgotten Credentials</i></i>

**Table 5.1: Account Attributes Tab Fields (Continued)**

Field	Description
Last Password Change	<p>This field displays the date and time of your last password change, if any. The date and time are displayed as a string of numbers:</p> <ul style="list-style-type: none"> <li>• year</li> <li>• month</li> <li>• day</li> <li>• time (24-hour time, including seconds) — the time is displayed in Zulu (i.e., Universal Coordinated) Time.</li> </ul> <p>For example, 20131113151720Z indicates that your password was last changed on November 13, 2013 at 15:17:20.</p> <p>This field is for informational purposes only.</p>
Last IDM Login	<p>This field displays the date and time of your last MyBCA login, if any. The date and time are displayed as a string of numbers. The formatting of the date and time is identical to <b>Last Password Change</b>, above.</p> <p>This field is for informational purposes only.</p>

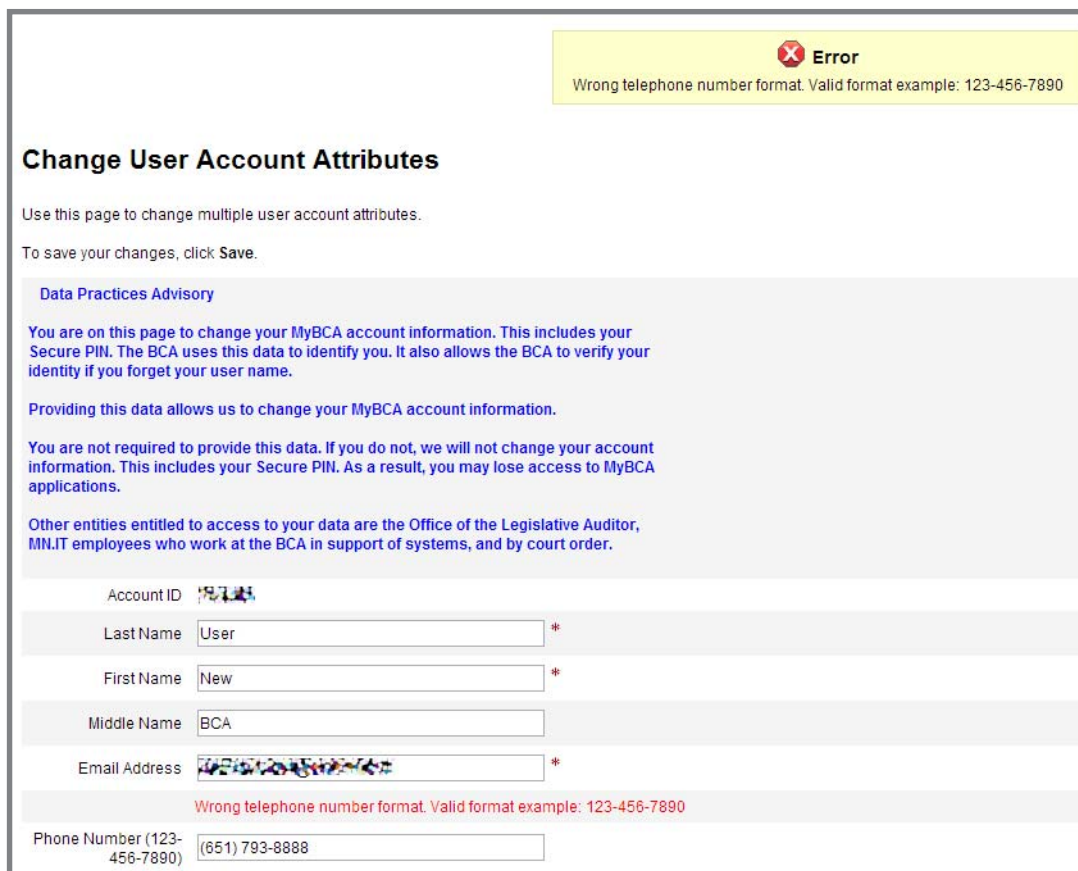
The **Account Attributes** tab may also display additional fields. Those fields would be related to MyBCA applications you have access to. Refer to those applications' user guides for information on these fields.


**Figure 5.9: Change User Account Attributes Tab  
(Focus on ISS- and LEMS-Related Fields)**

Click **Save** when you are finished. If your changes are accepted, you are taken to a confirmation page (see Figure 5.5). Click **OK**. You are taken to the **Identity Manager** page. From here, you can:

- close the browser window or tab
- click **My Account** to further update your account information
- click **Go to MyBCA** to log out of your MyBCA session — you are returned to the **MyBCA Login** page.

If you do not provide required information, an error message appears. An incorrectly formatted **Phone Number** also causes an error message to appear.



The screenshot shows a web form titled "Change User Account Attributes". At the top right, a yellow error box contains a red "X" icon and the text "Error" followed by "Wrong telephone number format. Valid format example: 123-456-7890". Below the title, there is a section titled "Data Practices Advisory" with several paragraphs of text explaining the use of account information. The form fields include "Account ID" (with a masked value), "Last Name" (User), "First Name" (New), "Middle Name" (BCA), "Email Address" (with a masked value), and "Phone Number (123-456-7890)" (with the value (651) 793-8888). A red error message "Wrong telephone number format. Valid format example: 123-456-7890" is displayed below the phone number field.

**Change User Account Attributes**

Use this page to change multiple user account attributes.

To save your changes, click **Save**.

**Data Practices Advisory**

You are on this page to change your MyBCA account information. This includes your Secure PIN. The BCA uses this data to identify you. It also allows the BCA to verify your identity if you forget your user name.

Providing this data allows us to change your MyBCA account information.

You are not required to provide this data. If you do not, we will not change your account information. This includes your Secure PIN. As a result, you may lose access to MyBCA applications.

Other entities entitled to access to your data are the Office of the Legislative Auditor, MN.IT employees who work at the BCA in support of systems, and by court order.

Account ID: [Masked]

Last Name: [User] \*

First Name: [New] \*

Middle Name: [BCA]

Email Address: [Masked] \*

Wrong telephone number format. Valid format example: 123-456-7890

Phone Number (123-456-7890): [(651) 793-8888]

**Figure 5.10: Example of Change User Account Attributes Error Messages**

Clicking **Cancel** returns you to the **Identity Manager** page.

## 5.3.2 Changing your authentication question answers

**My Account**

Change Password | Account Attributes | **Authentication Questions**

### Change Answers to Authentication Questions

**Data Practices Advisory**

You are on this page to change your MyBCA account information. The BCA will use this data to identify you. It also allows the BCA to verify your identity if you forget your password.

You are not required to provide this information. If you do not, the BCA cannot change your account information. If you do provide this information, we will change your account information.

Other entities entitled to access to your data are the Office of the Legislative Auditor, MILIT employees who work at the BCA in support of systems, and by court order.

If you forget your password, the system will prompt you for the answers to all authentication questions associated with your account. Enter new answers to one or more of the following questions, and then click **Save**.

#### Authentication Questions

Please answer at least 5 of the following questions.

Question	Answer
What is your mother's middle name?	<input type="text"/>
What is your first child's birthday (mm/dd/yyyy)?	<input type="text"/>
What is the first name of your maternal grandfather (mother's father)?	<input type="text"/>
What is your father's middle name?	<input type="text"/>
What make was your first car?	<input type="text"/>
What is your mother-in-law's first name?	<input type="text"/>
What year did you graduate from high school?	<input type="text"/>
What is your mother's maiden name?	<input type="text"/>
What is the name of the city in which you were born?	<input type="text"/>
What is your shoe size (decimal in .5 increments)?	<input type="text"/>

**Figure 5.11: Identity Manager Page (Authentication Questions Tab)**

The **Authentication Questions** tab of the **Identity Manager** page lists 10 questions. You must answer at least 5 questions. Choose questions you will remember the answers to. The questions include:

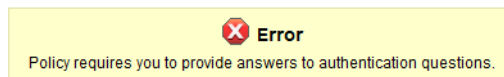
- What is your mother's middle name?
- What is your first child's birthday?
- What is the first name of your maternal grandfather (mother's father)?
- What is your father's middle name?
- What make was your first car?
- What is your mother-in-law's first name?
- What year did you graduate from high school?
- What is your mother's maiden name?
- What is the name of the city in which you were born?
- What is your shoe size?

Add or edit your answers in the appropriate text boxes. Your answers are not case-sensitive.

Click **Save** when you are finished. If your changes are accepted, you are taken to a confirmation page. Click **OK**. You are taken to the **Identity Manager** page. From here, you can:

- close the browser window or tab
- click **My Account** to further update your account information
- click **Go to MyBCA** to log out of your MyBCA session — you are returned to the **MyBCA Login** page.

If you do not provide at least 5 answers, an error message appears.



**Figure 5.12: Authentication Question Error**



The BCA welcomes and encourages you to provide feedback about MyBCA or any MyBCA application. We review and evaluate comments, suggestions and requests. They help us determine how to improve future versions of our products.

To provide feedback on MyBCA or MyBCA applications, selecting **Provide feedback** from the **Options** menu or **Provide Feedback** from the additional links section at the bottom of the **MyBCA Applications** page. This takes you to the **Provide Feedback** page.

**MyBCA** Getting Started New User Logout

## Provide Feedback

**Name \***

New User

**Email address \***

new.bca.user@state.mn.us

**Phone number**

651-777-8888

**Which application? \***

Other MNJIS links

**What type of feedback? \***

General Comments

**What would you like to tell us? \***

Send

Minnesota  
BCA  
More BCA Applications  
Partners and Support

**Figure 6.1: Provide Feedback Page**

There are six fields on the **Provide feedback** page:

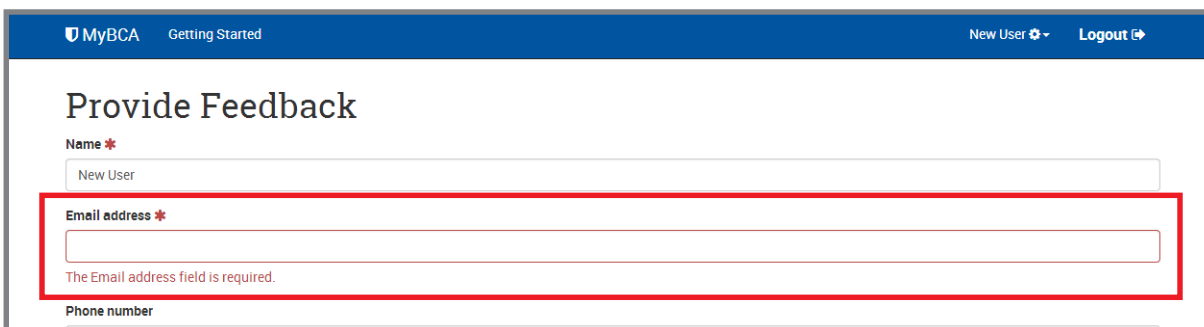
**Table 6.1: Feedback Page Fields**

Field	Description
Name	This field is populated with your name as entered in MyBCA. You can edit this information. <i>This is a required field.</i>
Email address	This field is populated with your email as entered in MyBCA. You can edit this information. <i>This is a required field.</i>
Phone number	This field is populated with your phone number if you entered it in MyBCA. You can edit this information.
Which application?	Select the application you are providing feedback for. There are six options: <ul style="list-style-type: none"> <li>• DVS Access</li> <li>• DVS Crash Reports</li> <li>• MNJIS Integrated Search</li> <li>• MNJIS Reports on Demand</li> <li>• Other MNJIS Links</li> <li>• Supplemental Reporting</li> </ul> <i>This is a required field.</i>
What type of feedback?	Select the kind of feedback you are providing to the BCA. There are six options: <ul style="list-style-type: none"> <li>• General Comments (default)</li> <li>• Ease/Difficulty of Use</li> <li>• Performance</li> <li>• Layout/Look and Feel</li> <li>• Security</li> <li>• Other</li> </ul> <i>This is a required field.</i>
What would you like to tell us?	Enter your feedback into this field. <i>This is a required field.</i>

Once you have entered your contact information and feedback into the fields, click **Send**.



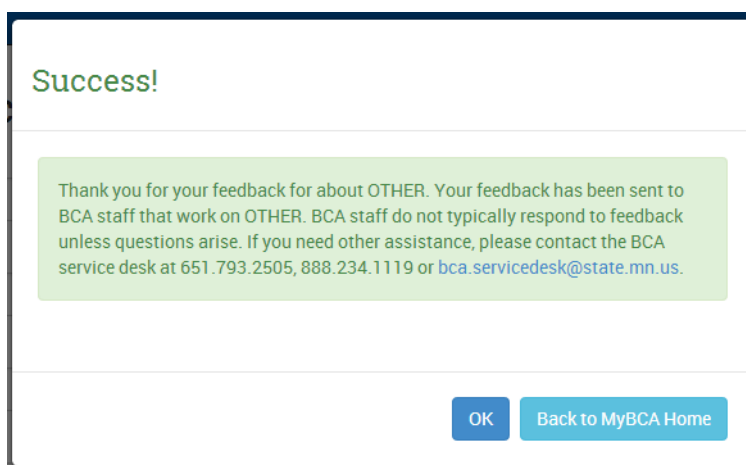
If you do not provide the required information, the fields requiring attention become outlined in red. An error message also appears below the field. Add the required information and try again.



The screenshot shows the 'Provide Feedback' form in the MyBCA system. The form has a blue header with 'MyBCA' and 'Getting Started' links, and 'New User' and 'Logout' buttons. The main title is 'Provide Feedback'. Below it, there are three input fields: 'Name' (with a red asterisk), 'Email address' (with a red asterisk), and 'Phone number'. The 'Email address' field is highlighted with a red border, and a red error message 'The Email address field is required.' is displayed below it. The 'Name' field has a dropdown menu with 'New User' selected.

**Figure 6.2: Example of Feedback Page Error**

If you have provided the required information, a dialog appears informing you of a successful submission.



The screenshot shows a 'Success!' dialog box. The title is 'Success!' in green. Below it, a green message box contains the text: 'Thank you for your feedback for about OTHER. Your feedback has been sent to BCA staff that work on OTHER. BCA staff do not typically respond to feedback unless questions arise. If you need other assistance, please contact the BCA service desk at 651.793.2505, 888.234.1119 or [bca.servicedesk@state.mn.us](mailto:bca.servicedesk@state.mn.us).' At the bottom right, there are two buttons: 'OK' and 'Back to MyBCA Home'.

**Figure 6.3: Feedback Success Message**

Click **Back to MyBCA Home** to return to the **MyBCA Applications** page. Click **OK** to return to the **Feedback** page.



This chapter provides information on how to obtain additional help in using MyBCA.

## 7.1 Online help

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In addition to this user guide, online help is available on the **MyBCA Applications** page. Click **Getting Started** to view the online help. For more information, see Section 4.1.2, "Getting Started" in Chapter 4, *MyBCA Applications*.

## 7.2 External application assistance

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Some MyBCA applications are provided by external agencies, such as Driver and Vehicle Services (DVS) or the Federal Bureau of Investigation (FBI). The BCA only provides the link and authentication to these applications. These applications have their own support teams.

- For more information on DVS Crash Reports, see Appendix A, "DVS Crash Reports".
- For more information on the FBI National Data Exchange (N-DEx), see Appendix B, "FBI National Data Exchange (N-DEx)".

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## 7.3 BCA Service Desk

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Contact the BCA Service Desk if neither of the previous options are helpful:

- **Hours of Operation:** 7:00 a.m. to 4:30 p.m., Monday through Friday (excluding State holidays)
- **Email:** [bca.servicedesk@state.mn.us](mailto:bca.servicedesk@state.mn.us)
- **Phone:** (651) 793-2500 or (888) 234-1119

If you are writing an email or leaving a phone message for the Service Desk, be as detailed as possible in the information you provide. Include the page you were working on, the steps you took before encountering your issue and any messages generated at the time. This allows the Service Desk to better duplicate what you experienced and provide a solution.

# DVS Crash Reports

---

This appendix covers the on-boarding process and support for DVS Crash Reports, when accessed through MyBCA.

## A.1 Individual user requests

---

Your Terminal Agency Coordinator (TAC) or Chief Law Enforcement Officer (CLEO) can submit a User Access Request to allow access to DVS Crash Reports.

The User Access Request form is located on the BCA's CJDN Secure website. That website is located at <https://app.dps.mn.gov/cjdn/>. Download the law enforcement version of the form.

Once the User Access Request is received by the BCA Service Desk, your agency's eligibility to use the application is verified.

If a new user request is submitted, a new MyBCA account is created. For more information on this process, see Section 2.1, "Your new MyBCA account" in Chapter 2, *Getting Started*.

The user's MyBCA account is then setup to access DVS Crash Reports.

## A.2 Ability to edit other users' reports

---

*DVS Crash Reports through MyBCA does not currently allow you to edit the reports of other users at your agency.*

If you are in a supervisory or records management role and need the ability to edit other users' crash reports, contact DVS and request access to their eSupport system.

For more information on contacting DVS, see Section A.3, "Support".

---

## A.3 Support

---

*DVS Crash Reports is a service of the Minnesota Department of Public Safety, Driver and Vehicle Services Division (DVS). The BCA, through MyBCA, only provides the link and authentication to access the application.*

### A.3.1 DVS Help Desk

If you require additional assistance with DVS Crash Reports, contact the DVS Help Desk:

- **Email:** [tech.sppt.team@state.mn.us](mailto:tech.sppt.team@state.mn.us)
- **Phone:** (651) 201-7777

### A.3.2 Agency IT support

You may need to contact your agency's IT support team to help install the Easy Street mapping software used by DVS Crash Reports.

# FBI National Data Exchange (N-DEx)

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This appendix covers the on-boarding process, training and certification; login process, and support for the FBI National Data Exchange (N-DEx), when accessed through MyBCA.

## B.1 Agency on-boarding

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To use N-DEx through MyBCA, your agency must be authorized to use it. It must also have:

- a connection to the Criminal Justice Data Communications Network (CJDN)
- a valid Joint Powers Agreement (JPA) on file with the BCA

Requests to access N-DEx are submitted through the BCA's Catalog of Services website. That website is located here:

*<https://sps.x.state.mn.us/sites/bcaservicecatalog/Catalog.aspx>*

If your agency does not know if it is authorized to use N-DEx, it should contact the BCA Service Desk. For more information, see Section 7.3, "BCA Service Desk" in Chapter 7, *Additional Help*.

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## B.2 Individual user requests

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Once your organization is authorized to use N-DEx, your Terminal Agency Coordinator (TAC), Chief Law Enforcement Officer (CLEO), or agency head can submit a User Access Request.

The User Access Request form is located on the BCA's CJDN Secure website. That website is located at <https://app.dps.mn.gov/cjdn/>. Download the version of the form appropriate for your agency type (e.g., law enforcement, prosecuting authority, corrections/probation, etc.).

Once the User Access Request is received by the BCA Service Desk, your agency's eligibility to use the application is verified.

If a new user request is submitted, a new MyBCA account is created. For more information on this process, see Section 2.1, "Your new MyBCA account" in Chapter 2, *Getting Started*.

The user's MyBCA account is then setup to access N-DEx. The user receives a separate email from the BCA Service Desk when this is complete. The email contains instructions on the steps required to access N-DEx.



## B.3 Training and certification

### B.3.1 Initial training and certification

Before you can use N-DEx, you must complete training and certification for the application. The training is available on the BCA's Launch Pad website. That website is located here:

<https://bcanextest.x.state.mn.us/launchpad/>

Select **MNJIS Training** and select the **N-DEx Training** folder. Select the **N-DEx Policy and Operating Training** link. The link opens a browser tab or window. Click **Launch** from that tab or window. The training then launches in a separate browser window.

Once training is completed, select **How to access the N-DEx Certification Test** from the **N-DEx Training** folder in Launch Pad. You are provided with a PDF with instructions on how to take the certification exam.

You can log into nexTEST to take the N-DEx certification at your discretion. The nexTEST website is located here:

<https://bcanextest.x.state.mn.us/nexatest/index.cgi>

### B.3.2 Additional training

Additional training is available through the N-DEx application. Once you have logged into N-DEx, select a training through the **Training CBTs** link.

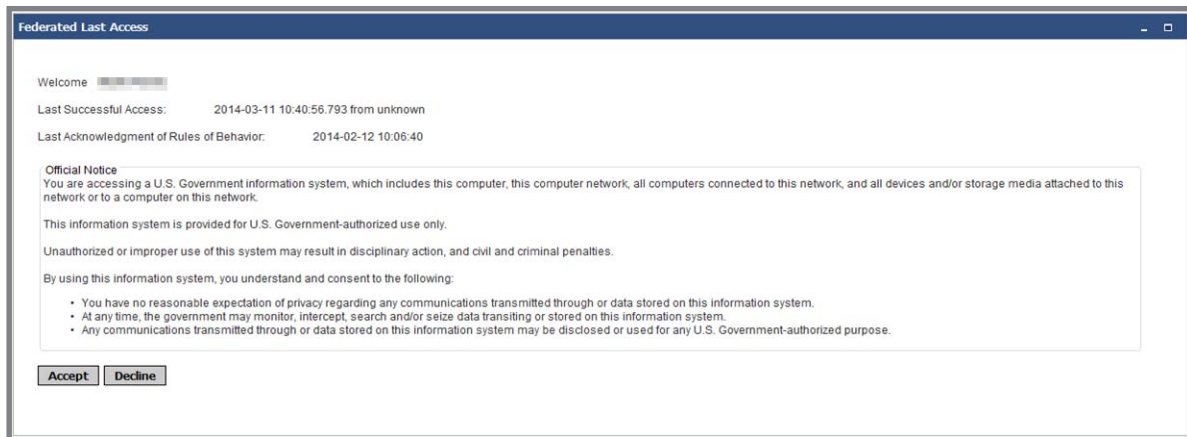


Figure B.1: N-DEx Menu Bar (Training CBTs Link Highlighted)

## B.4 Logging into N-DEx

To launch N-DEx:

1. From the **MyBCA Applications** page, click the N-DEx application link. A separate browser tab or window launches. You are taken to the **Federated Last Access** page.



**Figure B.2: Federated Last Access Page**

2. Read the Official Notice. Click **Accept** to continue. You are taken to the **Law Enforcement Enterprise Portal (LEEP)**.

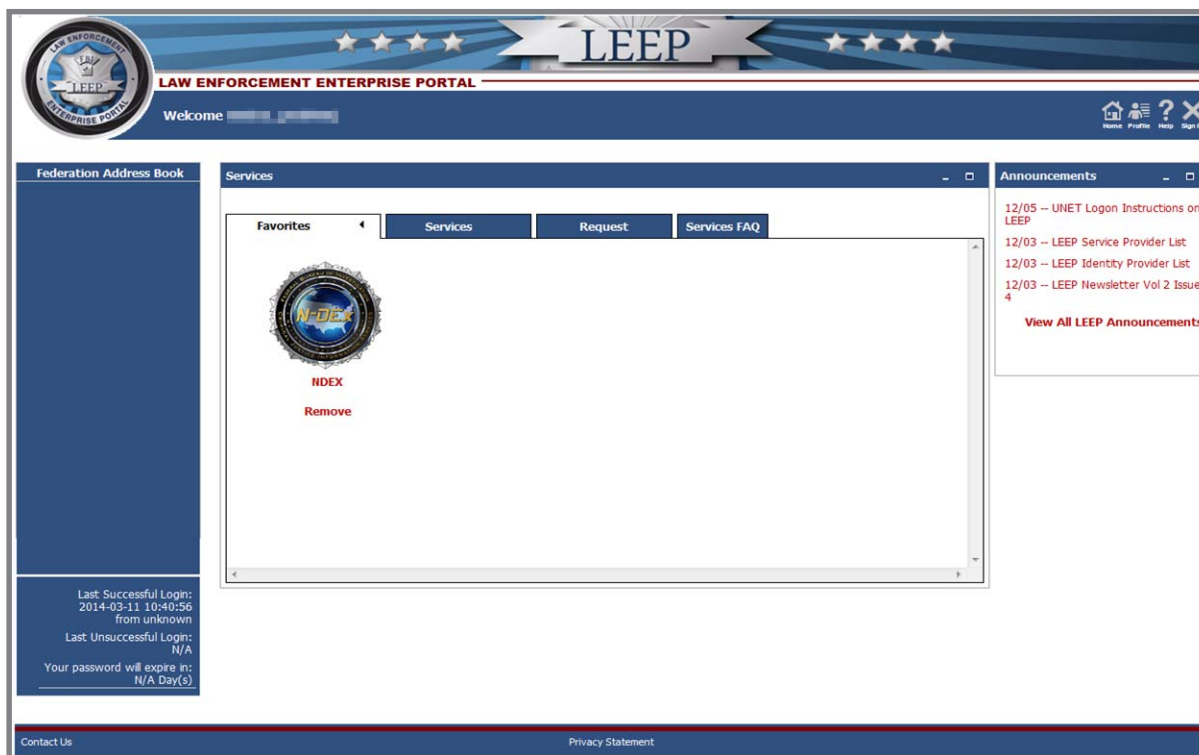


Figure B.3: Law Enforcement Enterprise Portal (LEEP)

3. Click the N-DEx logo. You are taken to the **N-DEx Agreement** page.

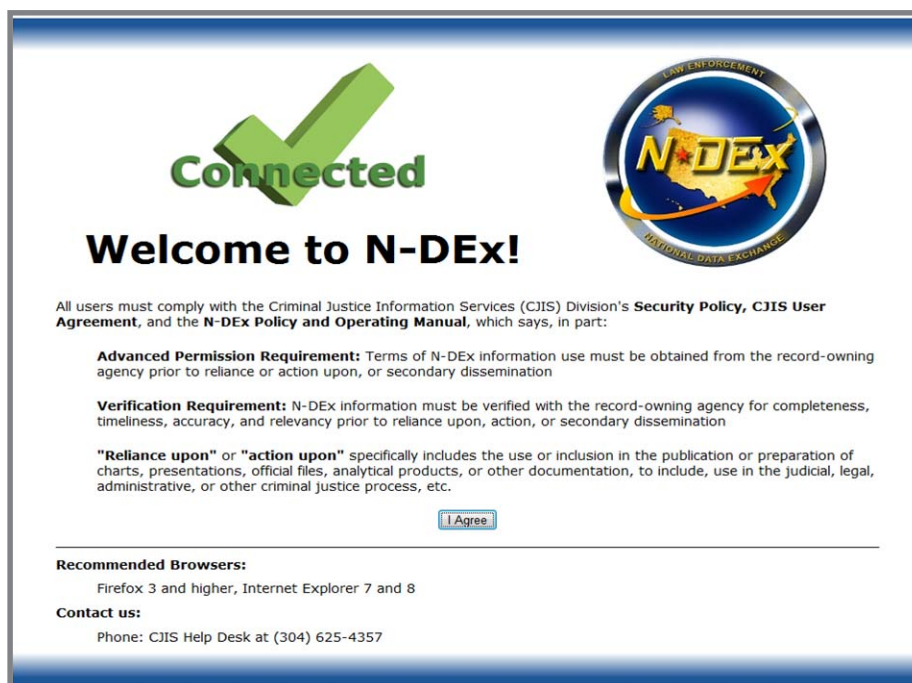


Figure B.4: N-DEx Agreement Page

4. Read the agreement. Click **I Agree** to proceed. You are taken to the N-DEx **Search** page. You can begin using N-DEx from this page.

**N-DEx System Messages**

The National Data Exchange (N-DEx) will be unavailable on March 12, 2014 during 4:00 a.m. - 7:00 a.m. EDT. We apologize for any inconvenience this may cause. Should you have any questions, please contact the CJIS Helpdesk at 304-625-HELP (4357).

Helpdesk - (304) 625-4357

Messages Success Stories Data Contributors Policy Manual User's Manual Training CBTs Sign Out

Search Batch Query Subscription Notification Collaboration Preferences

Home People Vehicles Phone Numbers Locations Crime Characteristics more

**N-DEx**

Search Reset

[Advanced Search](#)

**Filters** History Saved Searches

**Search Reason**

Search Purpose (required):  
Criminal Justice "C"

Search Reason (required):

Search on Behalf of (optional):

**N-DEx Filters** [clear](#)

Geographic Location  
[how many...](#)  
Don't filter

Date  
Don't filter

Data Sources  
(+) Federal  
(+) Southern Region  
(+) Western Region  
(+) Northeastern Region  
(+) North Central Region

Result Filters  
[Filter by CRT...](#)  
[Filter by Target...](#)  
(+) Report Types

External Data Sources  
(+) Leveraged Data Sources

Figure B.5: N-DEx Search Page

## B.5 Support

*The National Data Exchange (N-DEx) is a service of the Federal Bureau of Investigation (FBI). The BCA, through MyBCA, only provides the link to access the application and your identity to the FBI's systems.*

### B.5.1 Online help

Online help, including user and policy manuals, is available through the N-DEx website's menu bar.



Figure B.6: N-DEx Menu Bar (Policy and User's Manual Links Highlighted)

### B.5.2 FBI CJIS Help Desk

If you require additional assistance with N-DEx, contact the FBI's CJIS Help Desk:

- **Hours of Operation:** 24 hours a day/7 days a week
- **Email:** [ndex@leo.gov](mailto:ndex@leo.gov)
- **Phone:** (304) 625-HELP (4357)



# Old Secure Email Instructions

Use these instructions to view secure emails sent to you by MyBCA between August 25 and September 30, 2014.

## C.1 Viewing your secure email

1. Select the email in your email client (e.g., Outlook, Mail, etc.) or online email service (e.g., GMail, Yahoo, etc.). The email will contain “secure” or “encrypt” in the subject.
2. Open the email message.

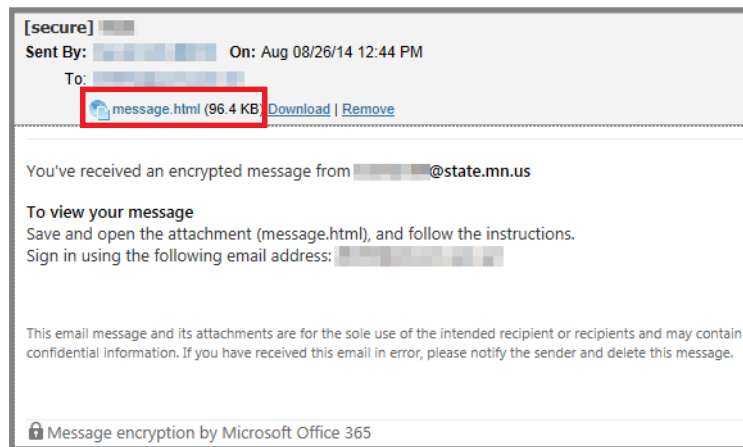
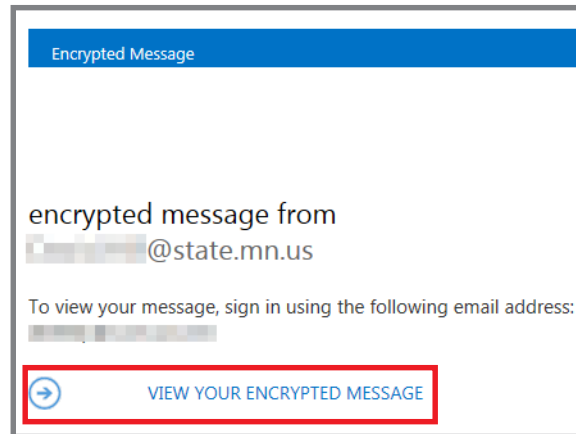


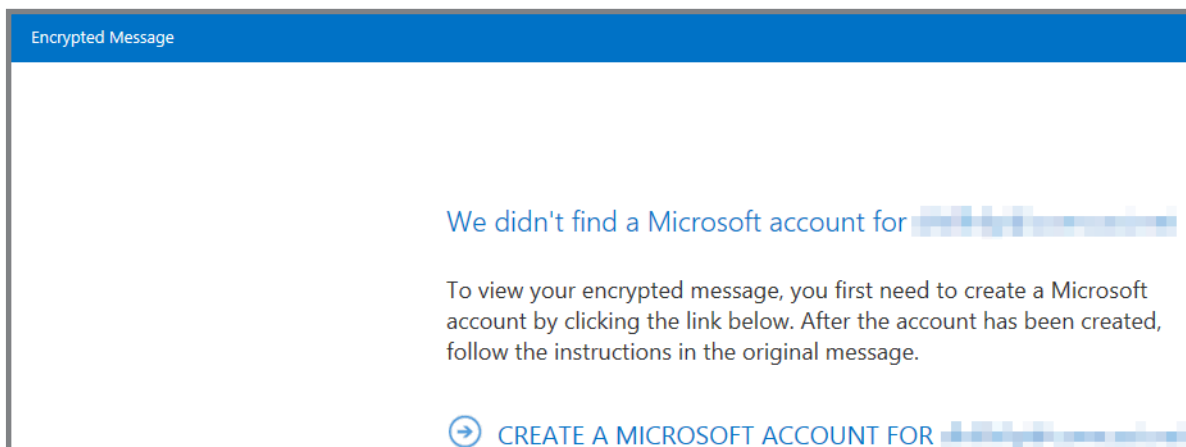
Figure C.1: Example of Open Secure Email (Attachment Highlighted)

3. The email message asks you to open an attachment to view the secure email. Find the attachment and open it. Your browser opens a window or tab to the **Encrypted Message** page.



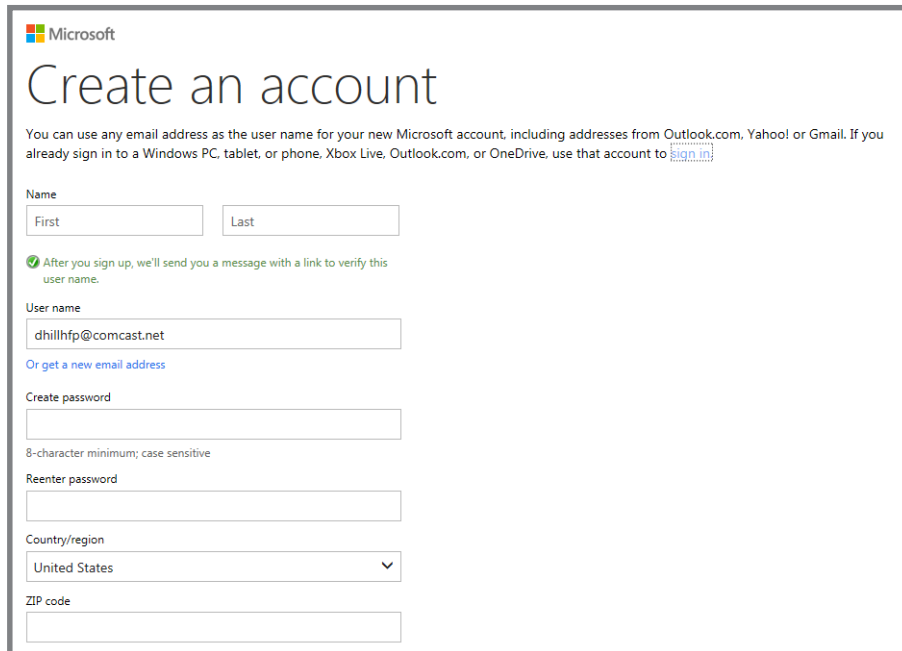
**Figure C.2: Encrypted Message Page**

4. Click **View Your Encrypted Message**.
5. Do one of the following:
  - a. If you have previously registered your email account with this service, you are taken to the **Sign in** page. Continue with Step #22.
  - b. If you have not previously registered with this website, you are taken to a page informing you that you need to create a Microsoft account to view the encrypted message. Click **Create a Microsoft Account**. You are taken to the **Create an account** page. Continue with Step #6.



**Figure C.3: Encrypted Message Page (No Microsoft Account)**





**Figure C.4: Create an Account Page**

6. Enter your first and last **Name**. *These fields are required.*
7. Confirm your **User name** – this will be your email address. *This field is required.*
8. Choose a password. Enter it in the **Create password** field. The password must be at least eight characters long. Secure email passwords are case sensitive. *This field is required.*
9. Enter your password again in the **Reenter password** field. *This field is required.*
10. Select your **Country/region**. This field defaults to **United States**. *This field is required.*
11. Enter your **ZIP code**. *This field is required.*
12. Select the month, day, and year of your **Birthdate**. *These fields are required.*
13. Select your **Gender**. *This field is required.*
14. Select your **Country code** and enter your **Phone number**.
15. Complete the Captcha. *This field is required.*
16. Choose whether you want to receive promotional offers from Microsoft.

17. Click **Create account**. A verification email is sent to your email account. You are taken to the **Microsoft account** page.

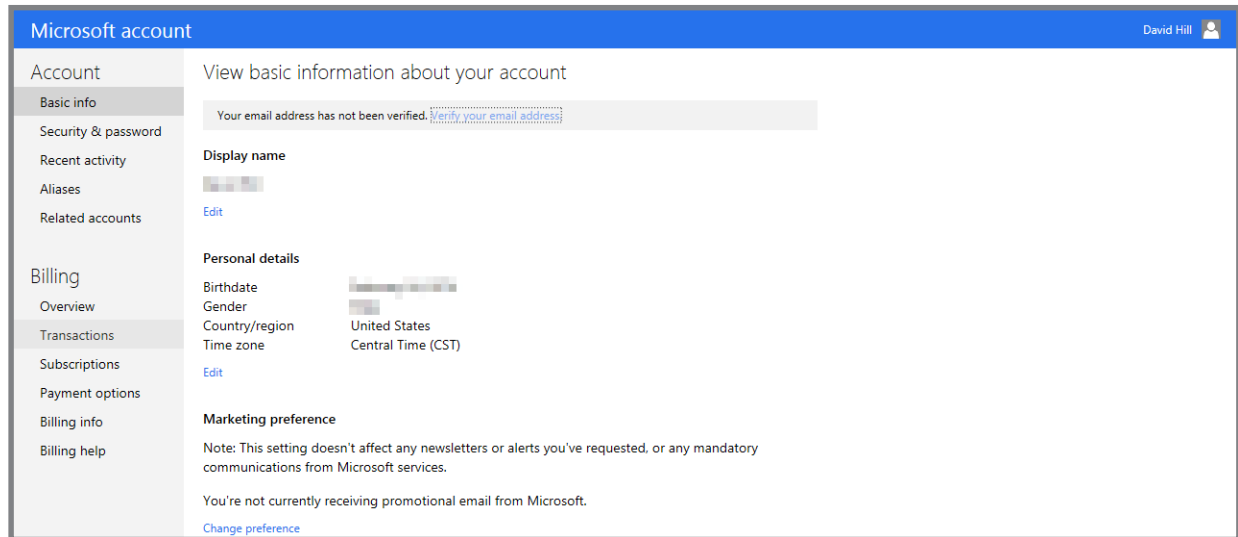


Figure C.5: Microsoft Account Page

18. *Open the verification email immediately when it arrives.* The subject reads “Verify your email address”.

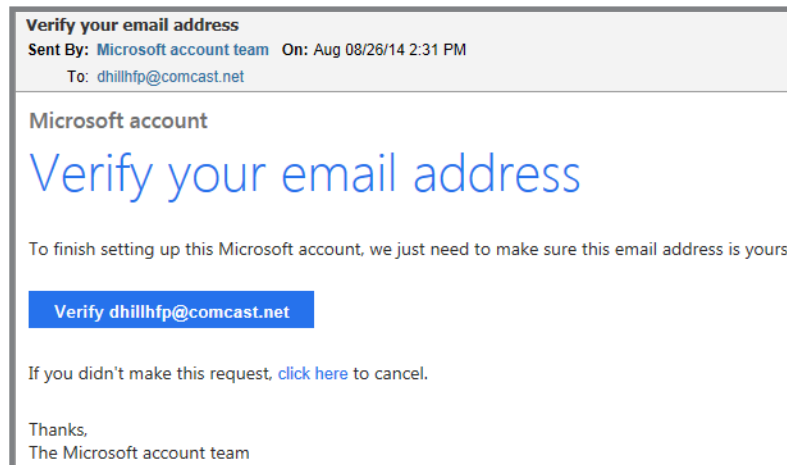
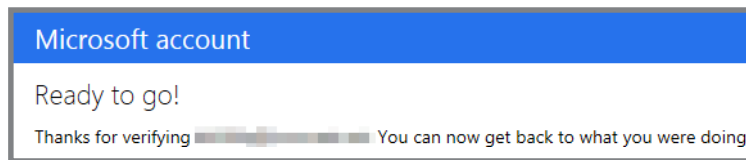


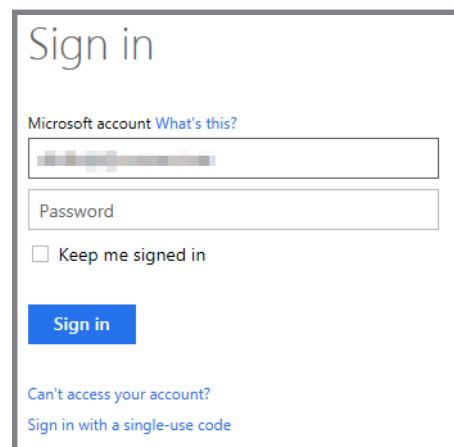
Figure C.6: Example of Verification Email

19. Click the **Verify** link provided in the email. A new browser window or tab takes you to the **Ready to go!** page. This confirms that your Microsoft account is verified and you can now access your secure email.



**Figure C.7: Ready To Go! Page**

20. Close your browser.
21. Return to your email program and repeat Steps #1-4.
22. From the **Sign in** page, enter your Microsoft account user name and password. Click **Sign in**.



**Figure C.8: Sign In Page**

23. When you have finished viewing your email, click **Sign Out**. You are returned to the **Sign in** page.

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## C.2 Handling your secure email

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The secure email is stored in the email account that received it. The Microsoft Office 365 website only allows you to view the email's contents.

### C.2.1 Responding to secure email

Secure MyBCA emails come from [bca.noreply@state.mn.us](mailto:bca.noreply@state.mn.us). This account is not monitored. *Do not reply to the secure email.*

### C.2.2 Deleting secure email

If you delete a secure email, it cannot be viewed through the Microsoft Office 365 website.

### C.2.3 Forwarding secure email

If you forward a secure email to another account, you can only view its contents by logging in to the Microsoft Office 365 website.

*Secure emails containing your user name and password should not be forwarded.*

## C.3 Additional Assistance

Additional assistance in using the Microsoft Office 365 website is available.

### C.3.1 Online help system

The Microsoft Office 365 website has online help available. To view the help, click the question mark next to the **Sign Out** link when viewing an email. A new browser window or tab opens, taking you Microsoft TechNet, which has the Microsoft Office 365's online help. Close the browser window or tab when completed.

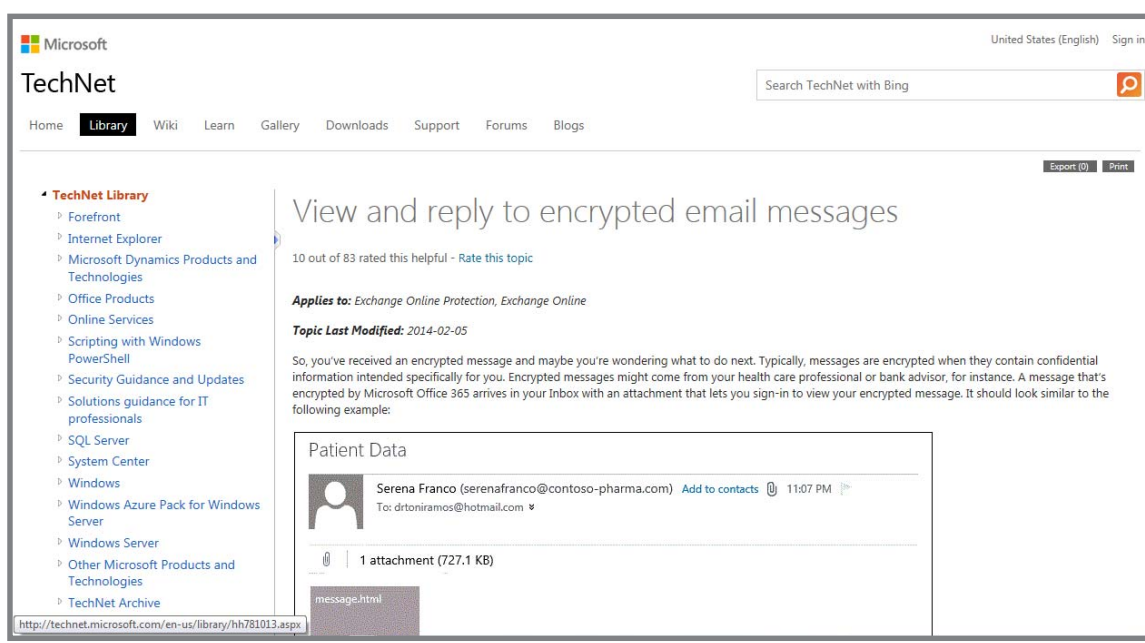


Figure C.9: Microsoft TechNet Website (Office 365 Online Help)

### C.3.2 BCA Service Desk

If you require additional assistance, contact the BCA Service Desk via email at [bca.servicedesk@state.mn.us](mailto:bca.servicedesk@state.mn.us) or call (651) 793-2500 [toll free (888) 234-1119] between 7:00 a.m. and 4:30 p.m., Monday through Friday, excluding state holidays.



# Document Version and Revision Information

**Table D.1: Document Version and Revision Information**

Date	Ver	Description	Author
10/01/2014	2.31	<ul style="list-style-type: none"> <li>Revised Section 2.1 to accommodate additional changes to MN.IT/Microsoft encrypted email service.</li> <li>Moved previous Section 2.1 to Appendix C for users receiving secure email between 08/25/2014 and 09/30/2014.</li> </ul>	David W. Hill
08/27/2014	2.30	Revised Section 2.1 to accommodate changes to MN.IT/Microsoft encrypted email service.	David W. Hill
04/18/2014	2.20	<ul style="list-style-type: none"> <li>Revised Section 1.5 to include N-DEx and language on management and support of external applications.</li> <li>Revised Section 2.2 to include new password expiration warning and password reset.</li> <li>Revised Section 4.4 to mention applications requiring training or certification. Also updated timeframe for results to be received by MyBCA.</li> <li>Added new Section 7.2 to cover external application support.</li> <li>Added Appendix A on DVS Crash Reports on-boarding and support.</li> <li>Added Appendix B on N-DEx on-boarding and support.</li> </ul>	David W. Hill
02/04/2014	2.10	<ul style="list-style-type: none"> <li>Reorganized Section 1.3 to include new Compatibility View information.</li> <li>Added new Section 4.1.3 to describe addition of night mode.</li> </ul>	David W. Hill
01/30/2014	2.02	Revised Compatibility View language in Section 1.3.1.	David W. Hill

**Table D.1: Document Version and Revision Information (Continued)**

<b>Date</b>	<b>Ver</b>	<b>Description</b>	<b>Author</b>
01/24/2014	2.01	Adjusted reference to Other BCA Links section in Section 4.7. This reflects changes in system behavior based on this date's release.	David W. Hill
01/15/2014	2.00	<ul style="list-style-type: none"> <li>Added new Section 2.1 for secure email access.</li> <li>Added Chapters 4, 5, and 6, covering new MyBCA functionality.</li> <li>First full release for DVS Access and MyBCA Applications roll-outs.</li> </ul>	David W. Hill
12/12/2013	1.10	<ul style="list-style-type: none"> <li>Removed previous Section 2.1, "Setting up a MyBCA Account" for reworking.</li> <li>Added new end-of-procedure to Section 2.2.4.</li> <li>Added references to Launchpad, nexTEST, and those sites' user name and password schemes to Section 2.3.</li> <li>Corrected error in description of Last IDM Login field.</li> <li>"Quick start guide" for new MyBCA users transitioning from DVS LE Support to DVS Access application.</li> </ul>	David W. Hill
11/22/2013	1.00	Initial version. "Quick start guide" for existing MyBCA users as part of the DVS Access application roll-out.	David W. Hill





