

## Livescan Message Enhancement



The Livescan Message Enhancement (LME) application provides a web-based view of all messages directed to an agency's Livescan devices. It helps agencies manage bookings more effectively, reduce files going into suspense, and gain easier access to important messages regarding agency bookings. LME also catches all messages in one place and notifies individual users when a message needs their attention.

Users access the LME site through Agency Interface, and once there will see the following menu:

- Bookings in Past 12 Hours
- Bookings in Past 24 Hours
- Bookings in Past 72 Hours
- Specify a Range of Dates
- Unresolved Errors
- Search Bookings
- Reports
- Configure Email Notification
- LME Manual
- BCA Only – Expunge a Booking

Users may view bookings submitted in the past 12, 24 or 72 hours or for a range of dates. The information provided includes the Booking ID (BID), booking information and the status of the transmission. All columns can be sorted. Clicking on the BID shows further detail for the booking.

### [LME Administrator](#)

Each agency must appoint an administrator for the LME application. The LME administrator may create and manage application users within their agency. There is no limit to the number of users within an agency. Each user will have access to records from their own county.

The LME administrator can select options that will change the status of an unresolved error message. Change to an error's status will not impact the statistical information maintained by the BCA. Although an error message may be changed to a resolved status, it does not make any changes in CCH based on this change request.

### [Reports](#)

Several reports are available to LME administrators and users. The *Submissions by Users Report* can only be viewed by LME administrators. It helps administrators identify user errors and the need for further training.

Other reports available in LME for administrators and users include:

- Submissions by Machine
- Submissions by Controlling Agency
- Errors by Age
- BCA Response Times
- Submissions Breakdown
- Failed Edits Breakdown