



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

MyBCA User Guide

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Introduction to MyBCA

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

1.1 About this Guide

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

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/mnjjs/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.

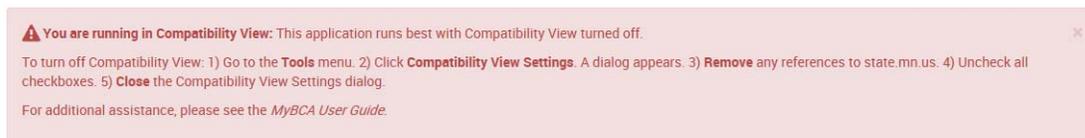


Figure 1.1: Compatibility View Alert

To turn off Compatibility View in Internet Explorer:

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

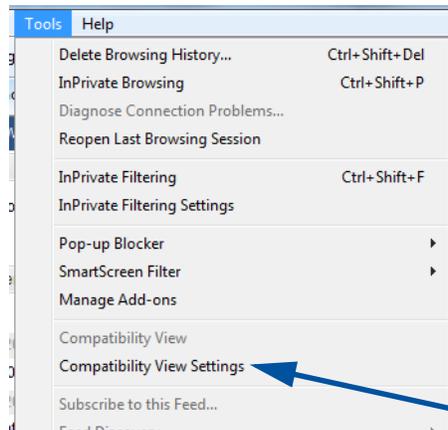


Figure 1.2: Internet Explorer (Version 8) Tools Menu

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

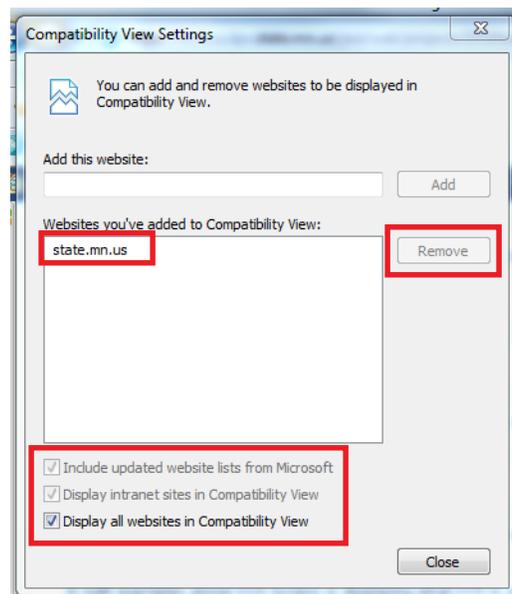


Figure 1.3: Compatibility View Settings Dialog (Internet Explorer Version 8)

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

1.5 Available MyBCA applications

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

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.

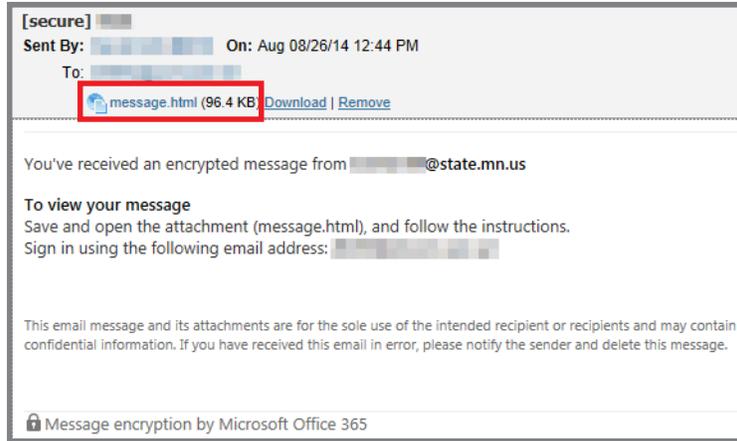


Figure 2.1: Example of Open Secure Email (Attachment Highlighted)

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.

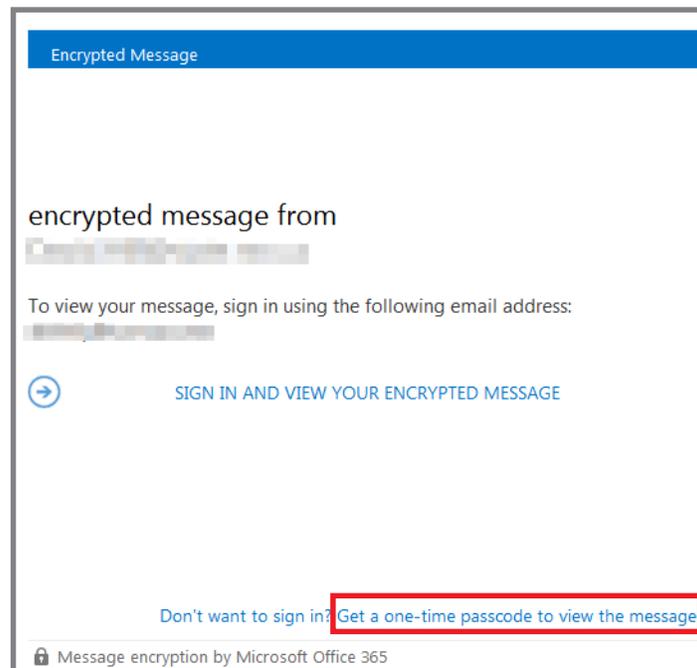


Figure 2.2: Encrypted Message Page

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.

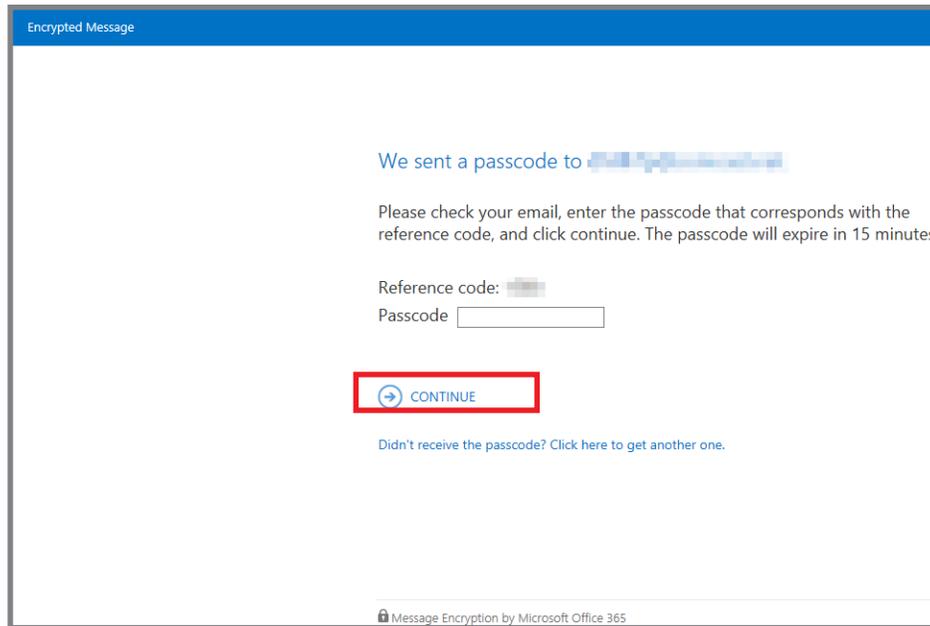


Figure 2.3: Example of Passcode Email

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 mail with a new passcode will be sent to you.

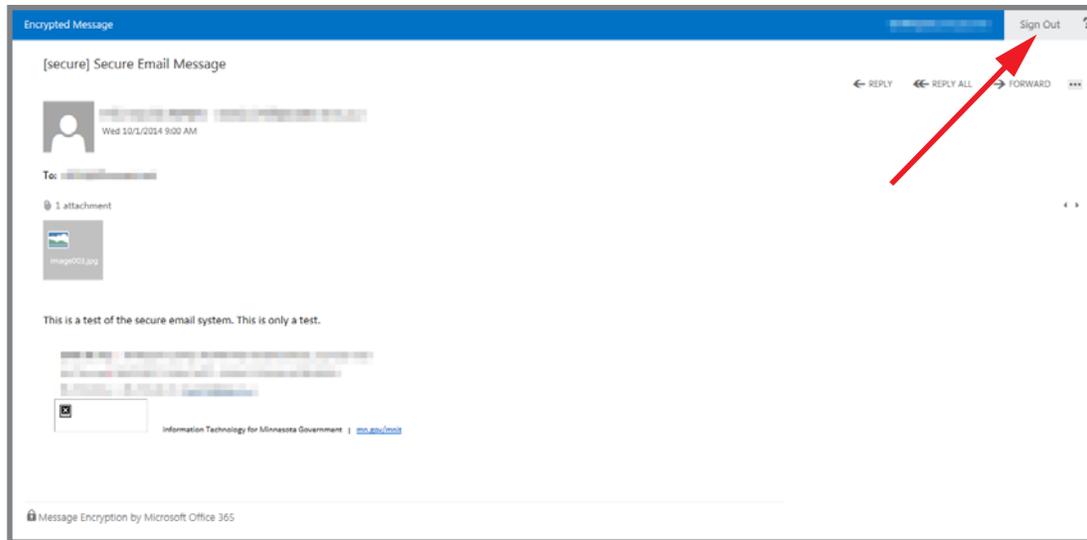


Figure 2.4: Example of Secure Email

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`. This account is not monitored. *Do not reply to the secure email.*

Forwarding secure email

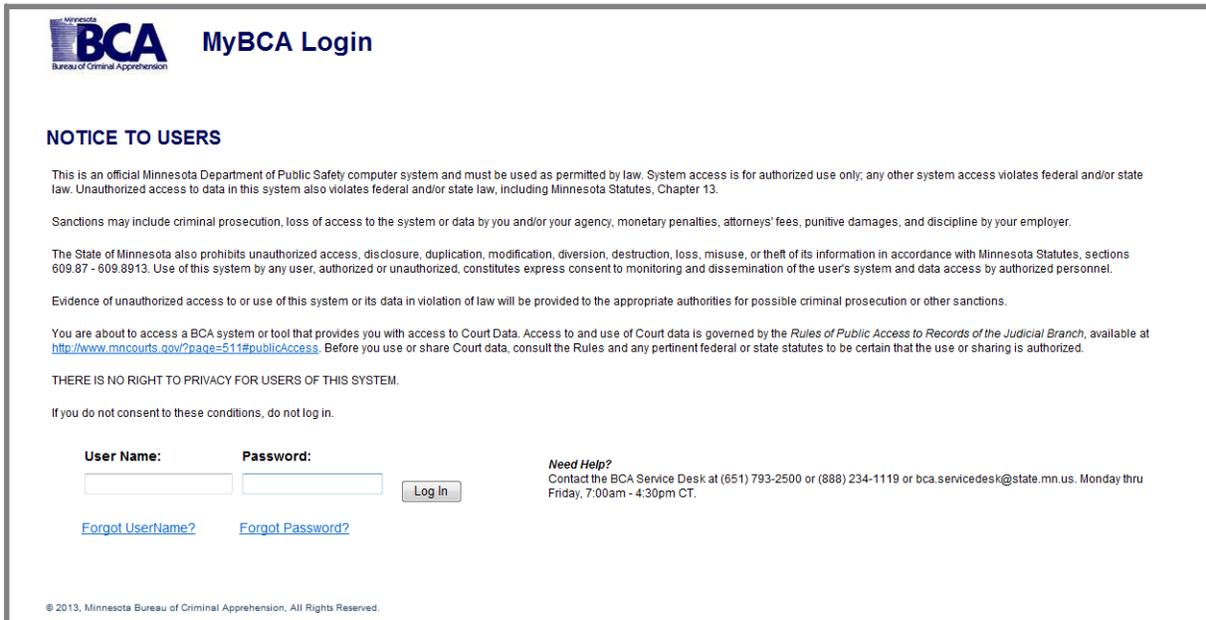
If you forward a secure email to another account, the user of that account must follow the procedure described in Section 2.1.1, "Viewing your secure email", above, to view it. You will also receive a copy of the forwarded message.

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.



Minnesota BCA MyBCA Login
Bureau of Criminal Apprehension

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. 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.

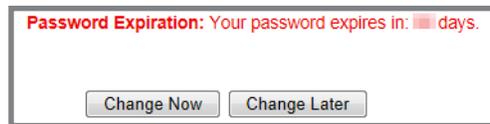


Figure 2.6: Password Expiration Message

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.

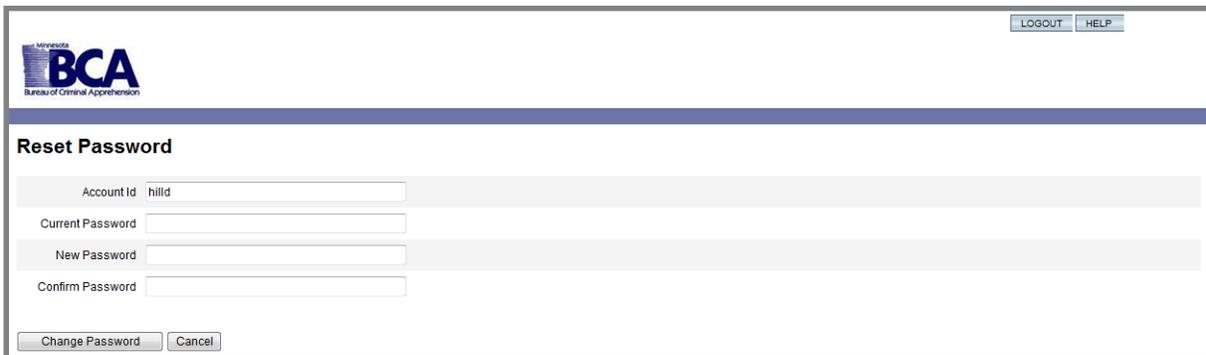


Figure 2.7: Reset Password Page

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**.

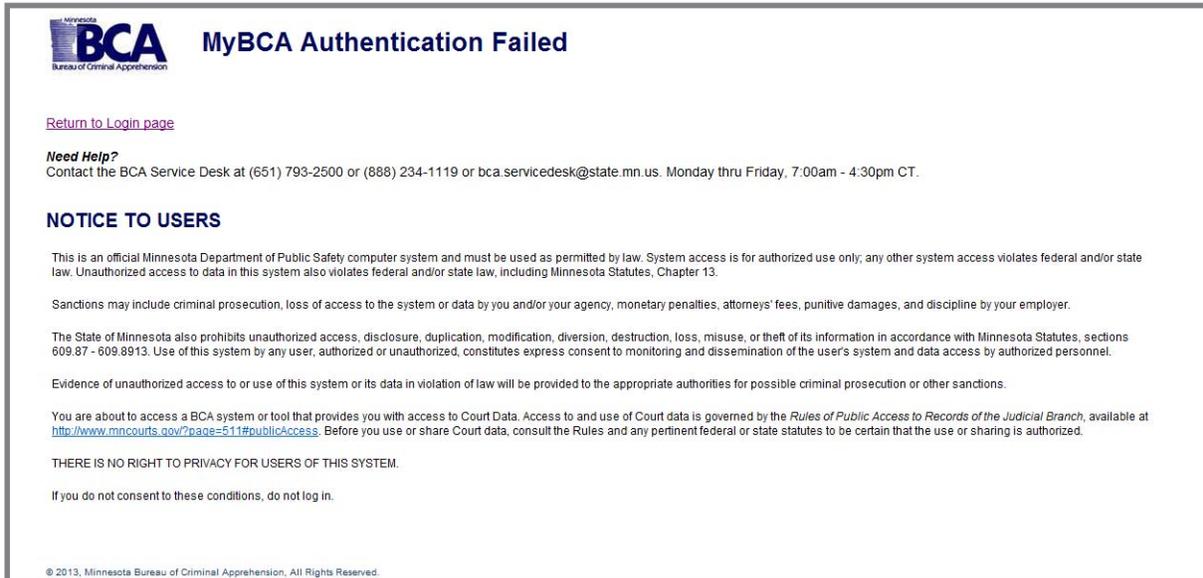


Figure 2.9: MyBCA Authentication Failure

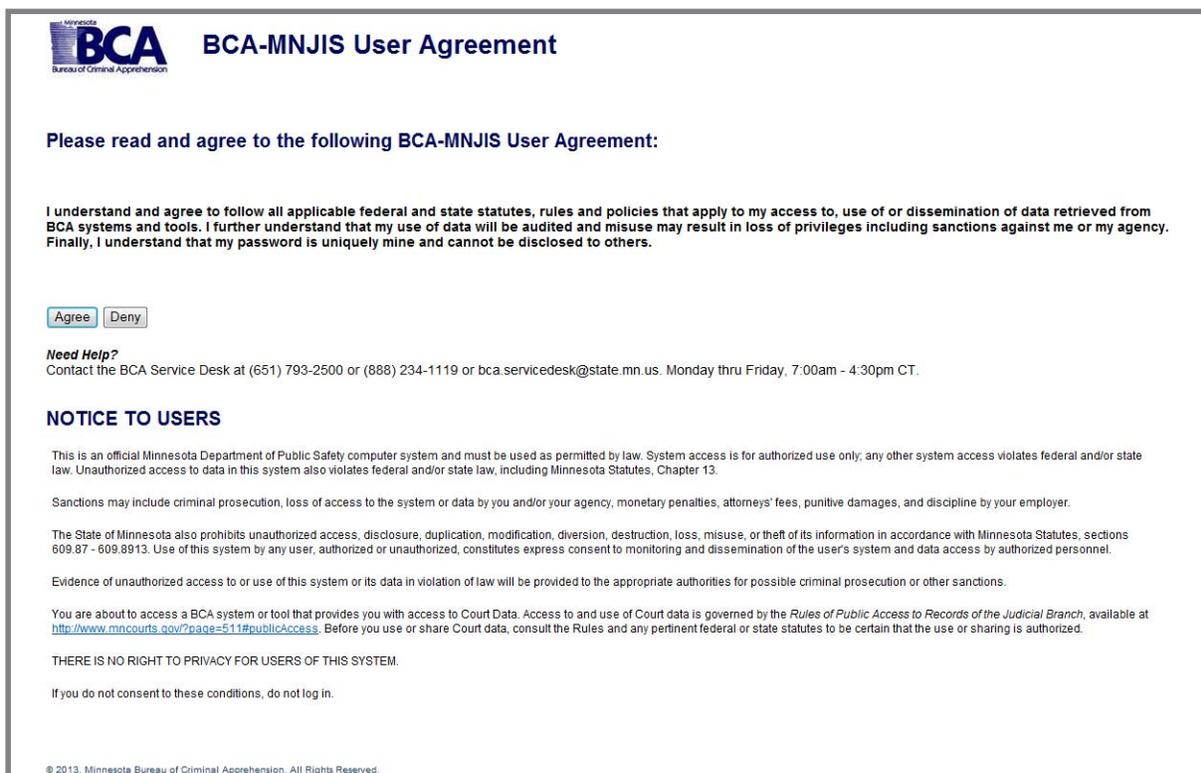
If you have forgotten your **User Name** or **Password**, click the **Forgot UserName?** or **Forgot Password?** link on the **MyBCA Login** page. For more information on these processes, see Chapter 3, "Forgotten Credentials".

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.



 **BCA-MNJIS User Agreement**

Please read and agree to the following **BCA-MNJIS User Agreement**:

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.

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

NOTICE TO USERS

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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=611#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.

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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, MN.IT 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?	<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 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.

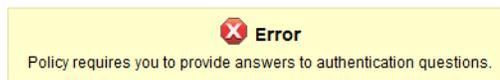


Figure 2.12: Example of Authentication Question Error Message

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.

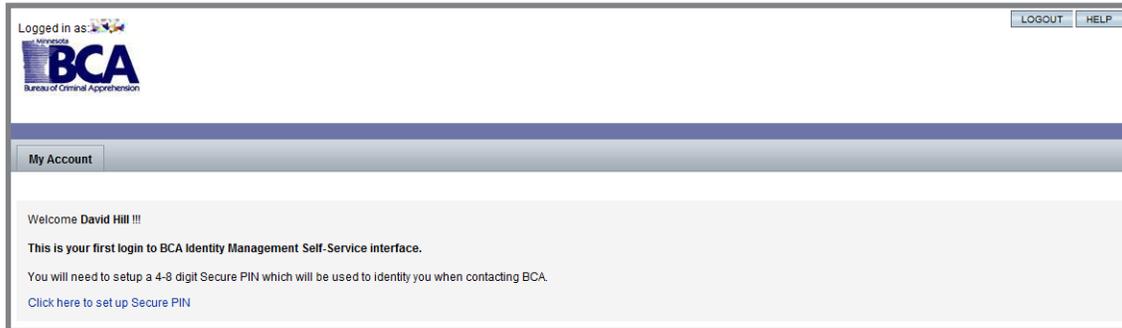


Figure 2.13: Welcome Page

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

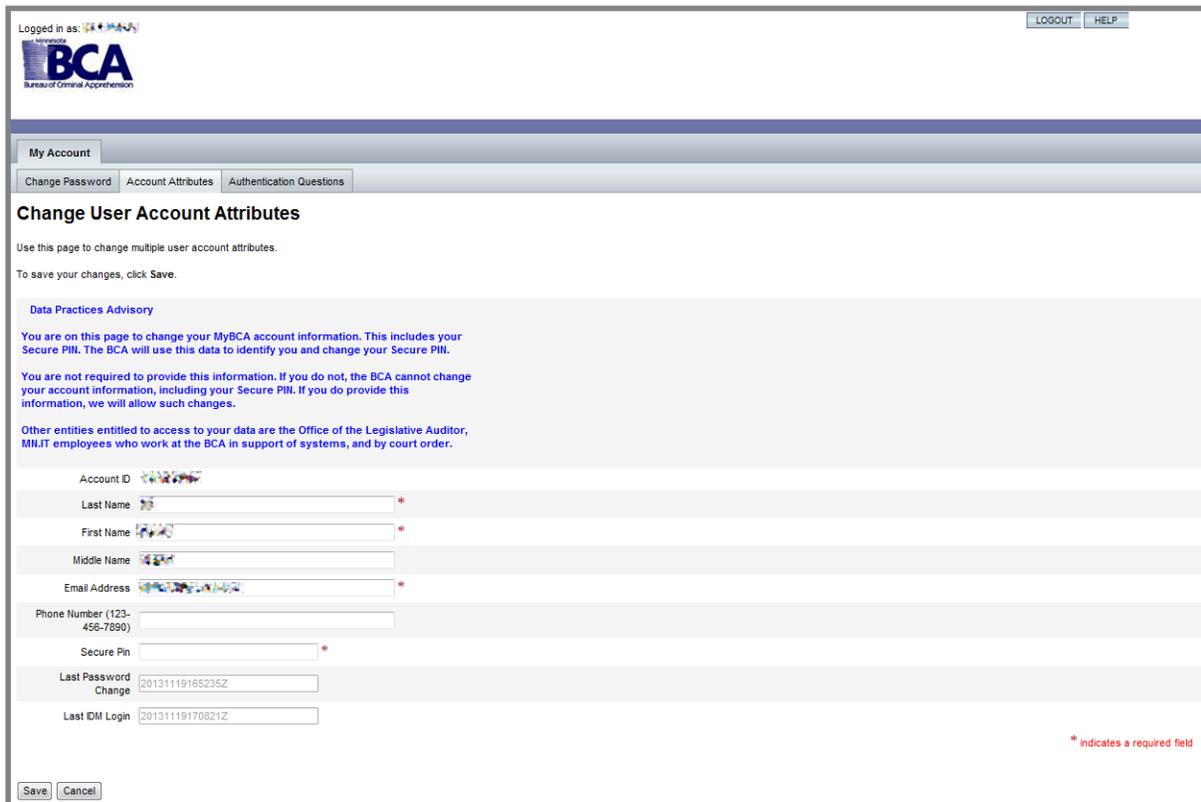


Figure 2.14: Change User Account Attributes Page

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 Secure PIN for each account. Otherwise, the Forgot UserName? 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"> • year • month • day • time (24-hour time, including seconds) — the time is displayed in Zulu (i.e., Universal Coordinated) Time. 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 Last Password Change , 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.

The screenshot shows a web form titled "Change User Account Attributes". At the top right, there is a yellow error banner with a red 'X' icon and the text "Error" and "Wrong telephone number format. Valid format example: 123-456-7890". Below the banner, the form title "Change User Account Attributes" is displayed. The instructions state: "Use this page to change multiple user account attributes. To save your changes, click **Save**." A "Data Practices Advisory" section follows, explaining that the user is on this page to change their MyBCA account information, including their Secure PIN, and that providing this data allows the BCA to verify their identity. It also notes that other entities, such as the Office of the Legislative Auditor and MN.IT employees, have access to the user's data. The form fields include: "Account ID" (masked with a security icon), "Last Name" (User), "First Name" (New), "Middle Name" (BCA), "Email Address" (masked with a security icon), and "Phone Number (123-456-7890)" (651) 793-8888. A red error message "Wrong telephone number format. Valid format example: 123-456-7890" is displayed below the phone number field.

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**.

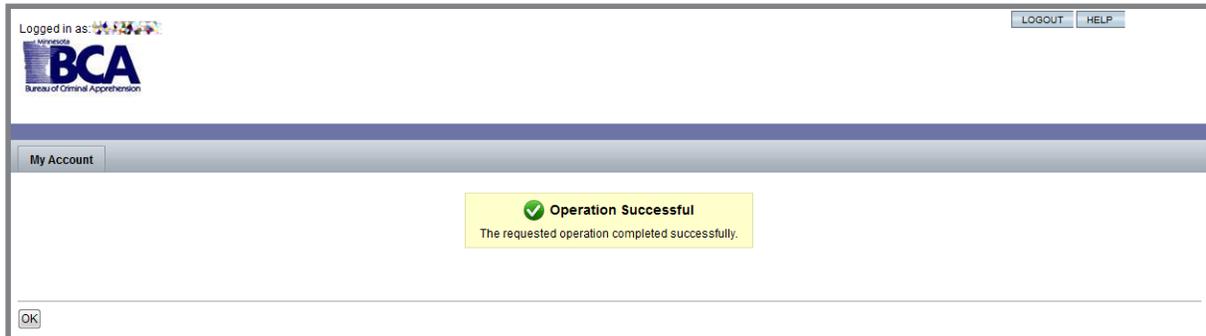


Figure 2.16: Confirmation Page

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.

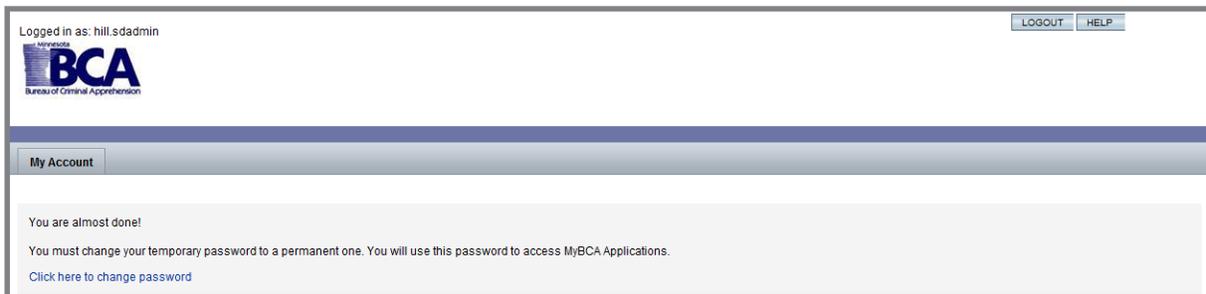


Figure 2.17: Almost Done

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

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.

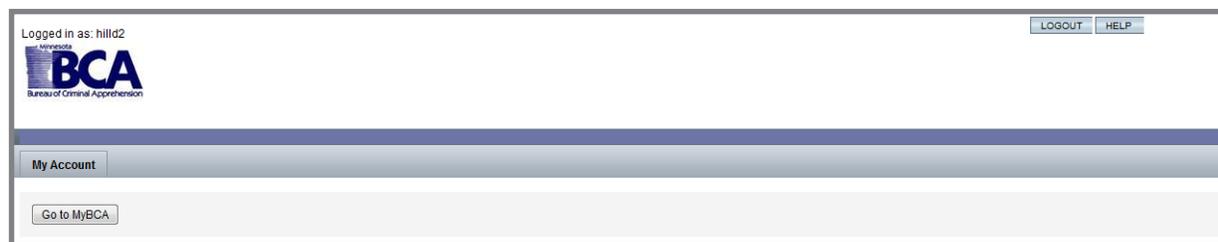


Figure 2.19: Identity Manager Page

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

2.4 Your MyBCA session

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.

2.5 MyBCA session timeout

Your MyBCA session automatically times out after 60 minutes of inactivity in any MyBCA application. 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. At the top left is the Minnesota BCA logo (Bureau of Criminal Apprehension). At the top right are 'LOGOUT' and 'HELP' buttons. The main heading is 'Retrieve Forgotten Username'. Below it is a sub-heading: '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.' There is a 'Data Practices Advisory' section with text explaining that users are asked to provide their Secure PIN for verification, and that the BCA will compare it to their files. It also lists other entities with access to data: the Office of the Legislative Auditor, MN.IT employees, and court order. Below this is a form with 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 right of the form area, a red asterisk is followed by the text '* indicates a required field'. At the bottom of the page are two buttons: 'Email Username' and 'Go to MyBCA Login'.

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.

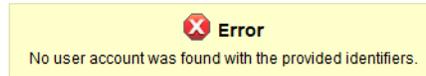


Figure 3.2: No User Account Found Error

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

LOGOUT HELP

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.

Error

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.

Missing value for required field "First Name".
 First Name *

Missing value for required field "Last Name".
 Last Name *

Missing value for required field "Email Address".
 Email address is not valid!
 Email Address *

Missing value for required field "Secure Pin".
 Secure Pin *

* indicates a required field

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**.

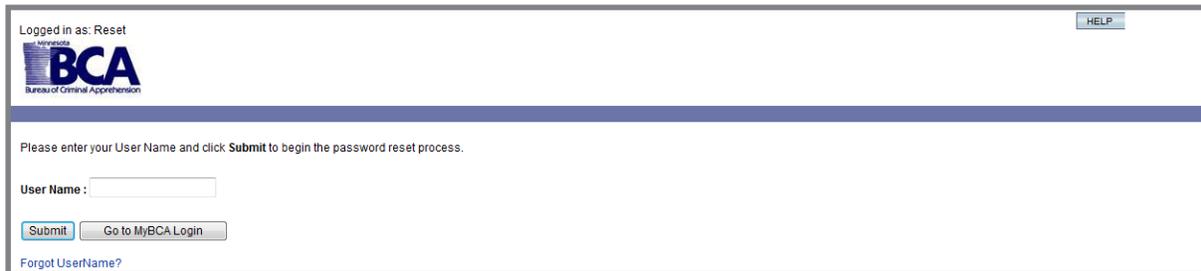


Figure 3.5: Forgotten Password - User Name Request Page

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

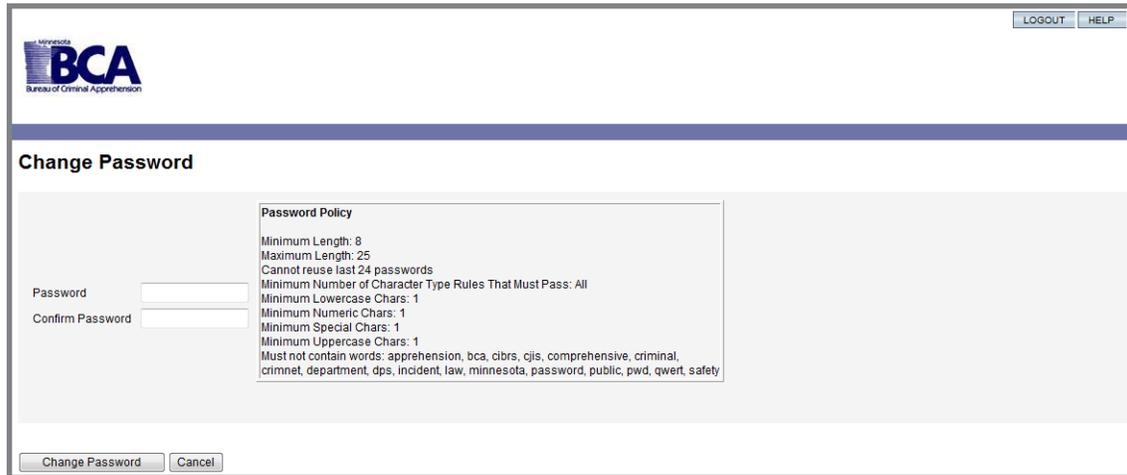


Figure 3.8: Change Password Page

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*.

MyBCA Applications

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

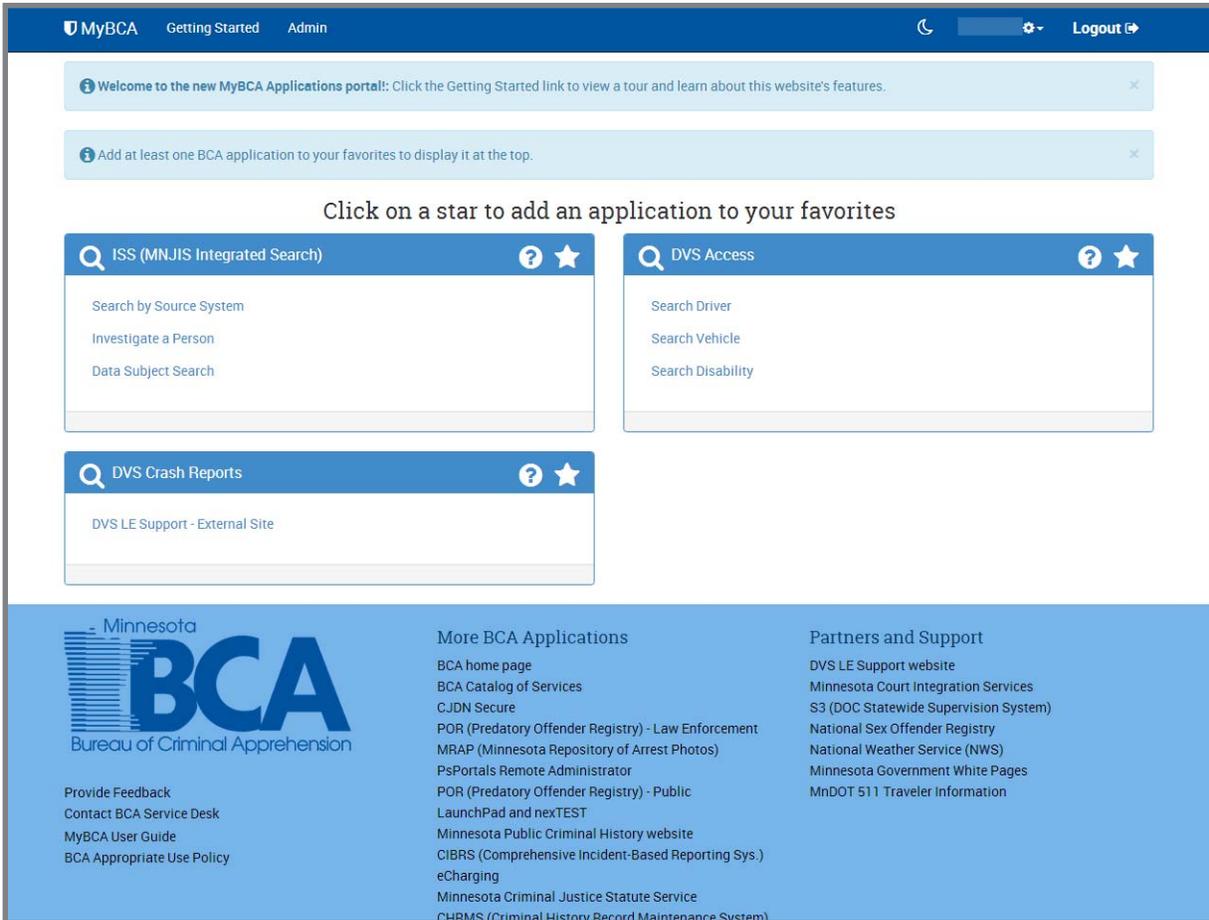


Figure 4.1: Example of MyBCA Applications Page on First Login

4.1 Menu bar

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.

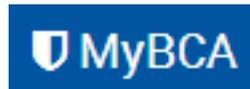


Figure 4.2: MyBCA Link

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.

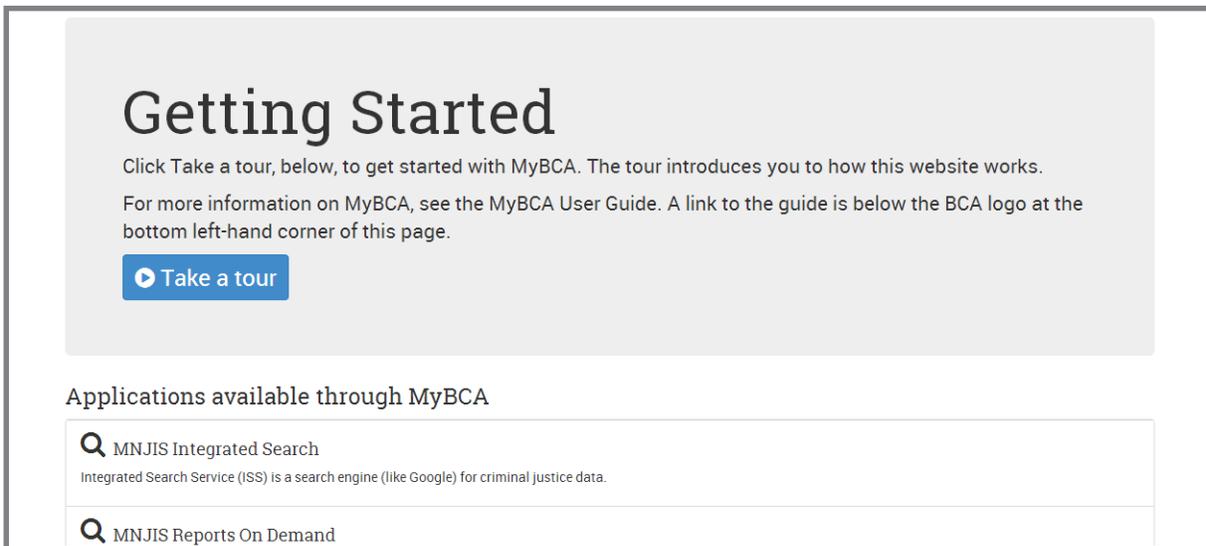


Figure 4.3: Getting Started Page

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

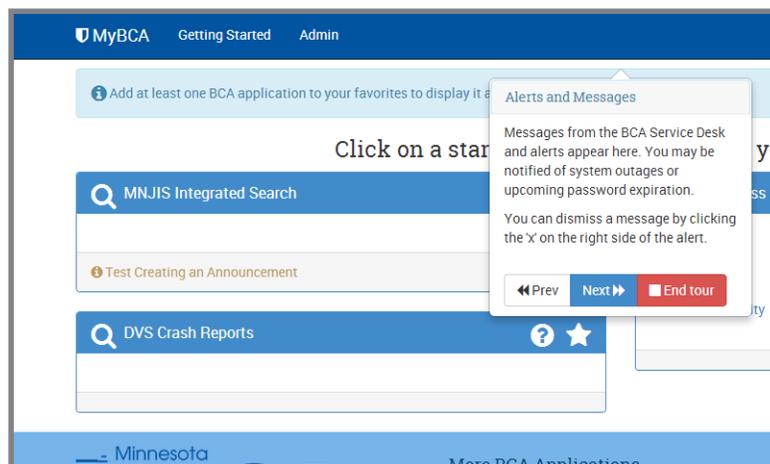


Figure 4.4: Example of Getting Started Tour

- 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

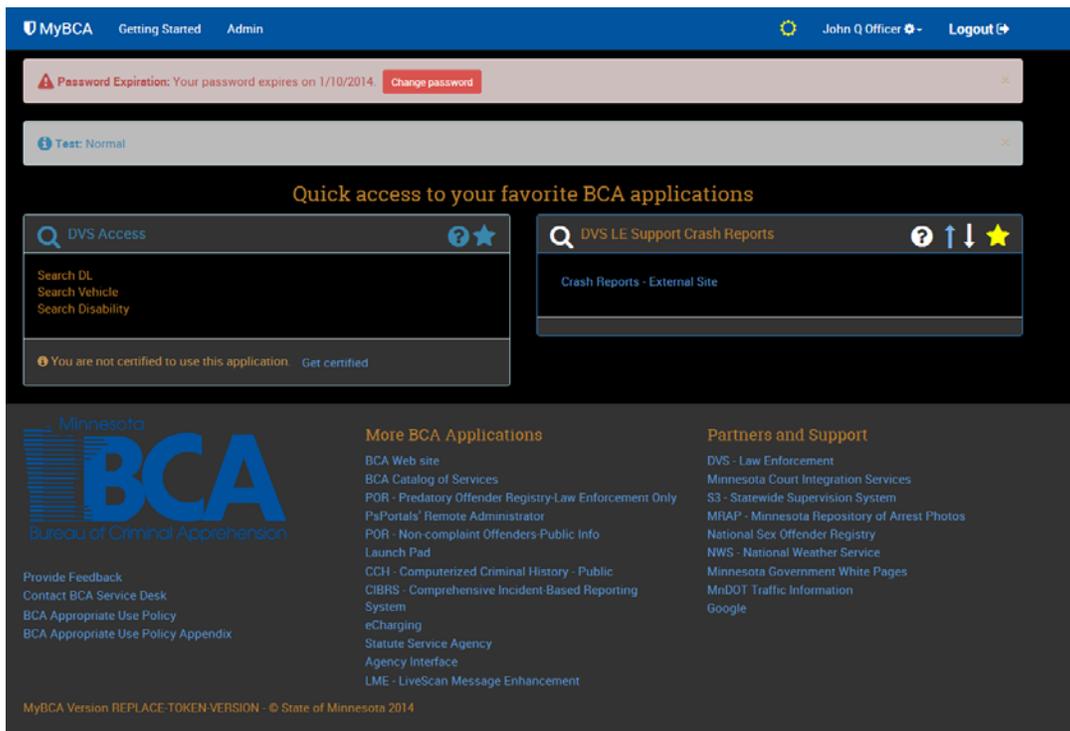


Figure 4.6: Example of Night Mode

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.

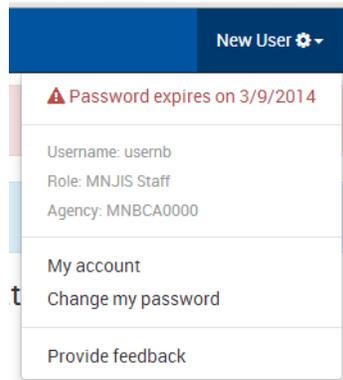


Figure 4.8: Options Menu

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.

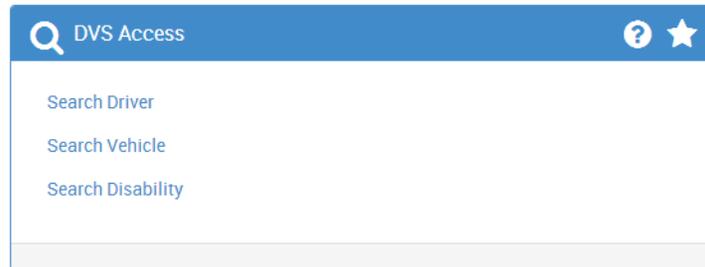


Figure 4.13: Example of Application Panel on MyBCA Applications Page

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.

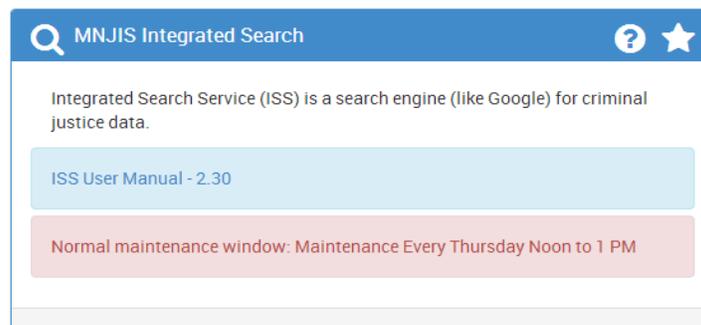


Figure 4.14: Example of Application Help

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.

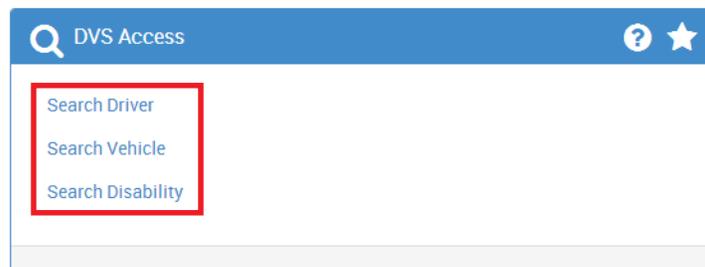


Figure 4.15: Example of Application Panel on MyBCA Applications Page (Application Links Highlighted)

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.

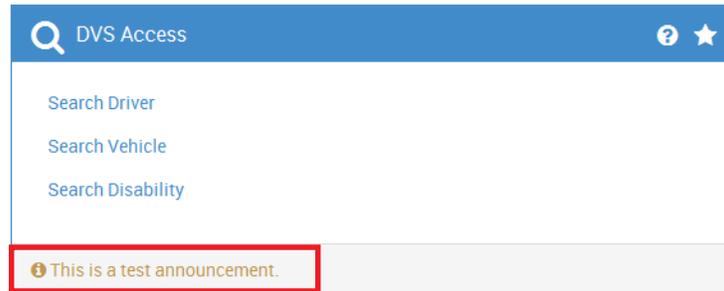


Figure 4.16: Example of Application Message (Highlighted)

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.

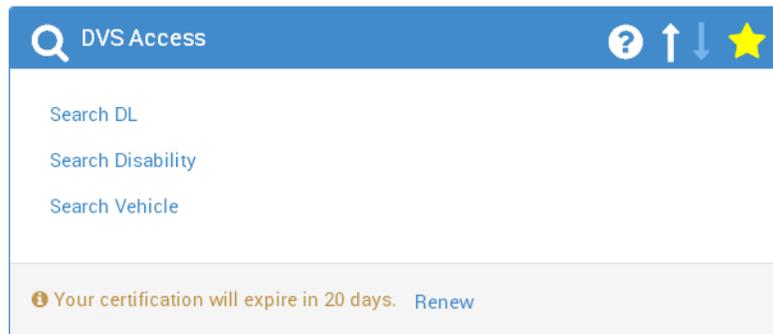


Figure 4.17: Example of Upcoming Certification Expiration

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.

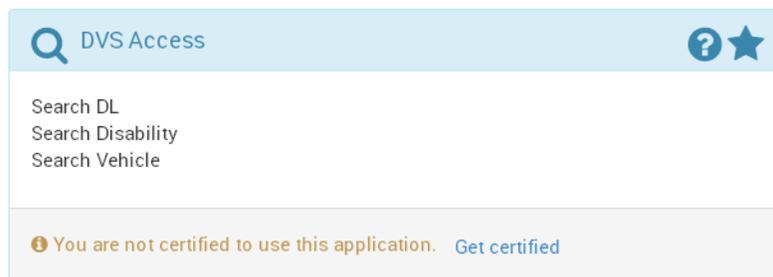


Figure 4.18: Example of Expired Certification

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.

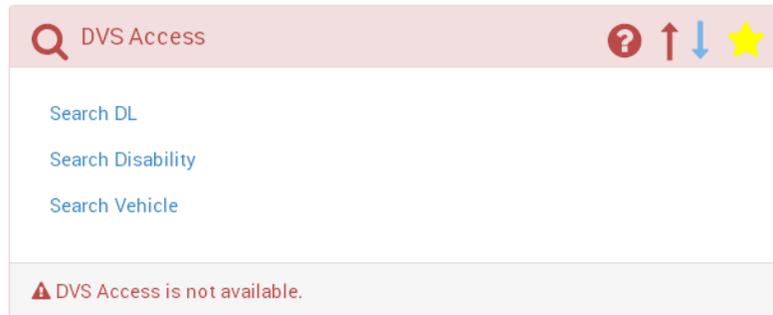


Figure 4.19: Example of Unavailable Application

4.4 Training and certification requirements

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.

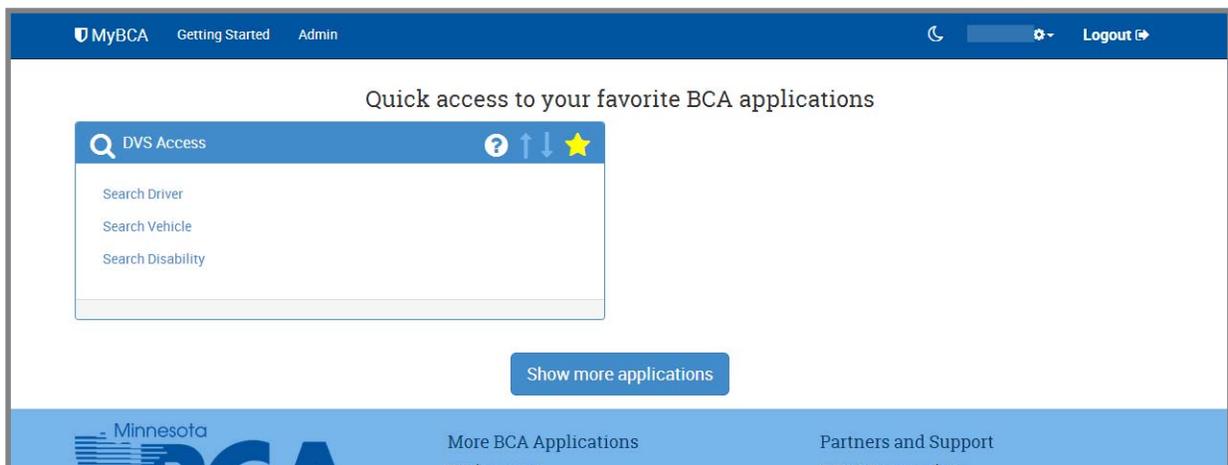


Figure 4.20: MyBCA Applications Page (One Favorite Set)

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.

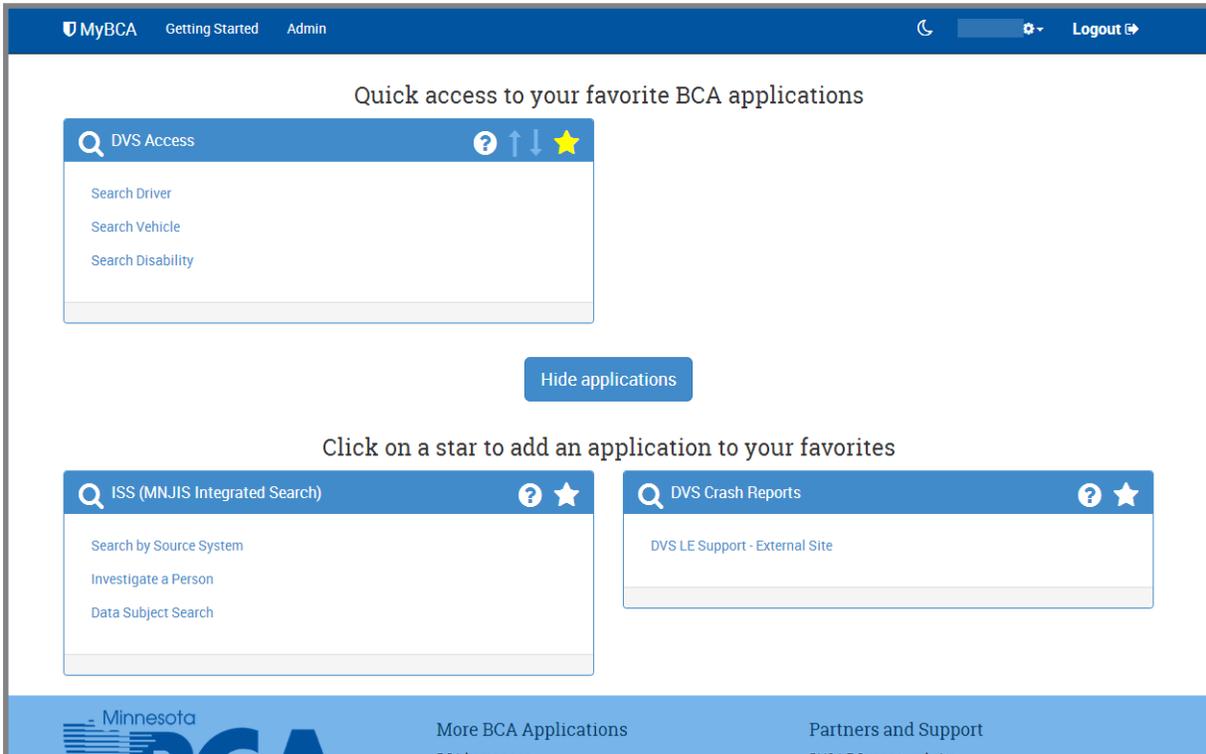


Figure 4.21: MyBCA Applications Page (More Applications Expanded)

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

Managing Your MyBCA Account

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**.

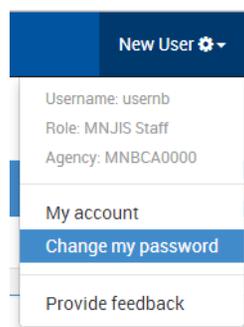


Figure 5.2: Options Menu (Change my password Highlighted)

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.

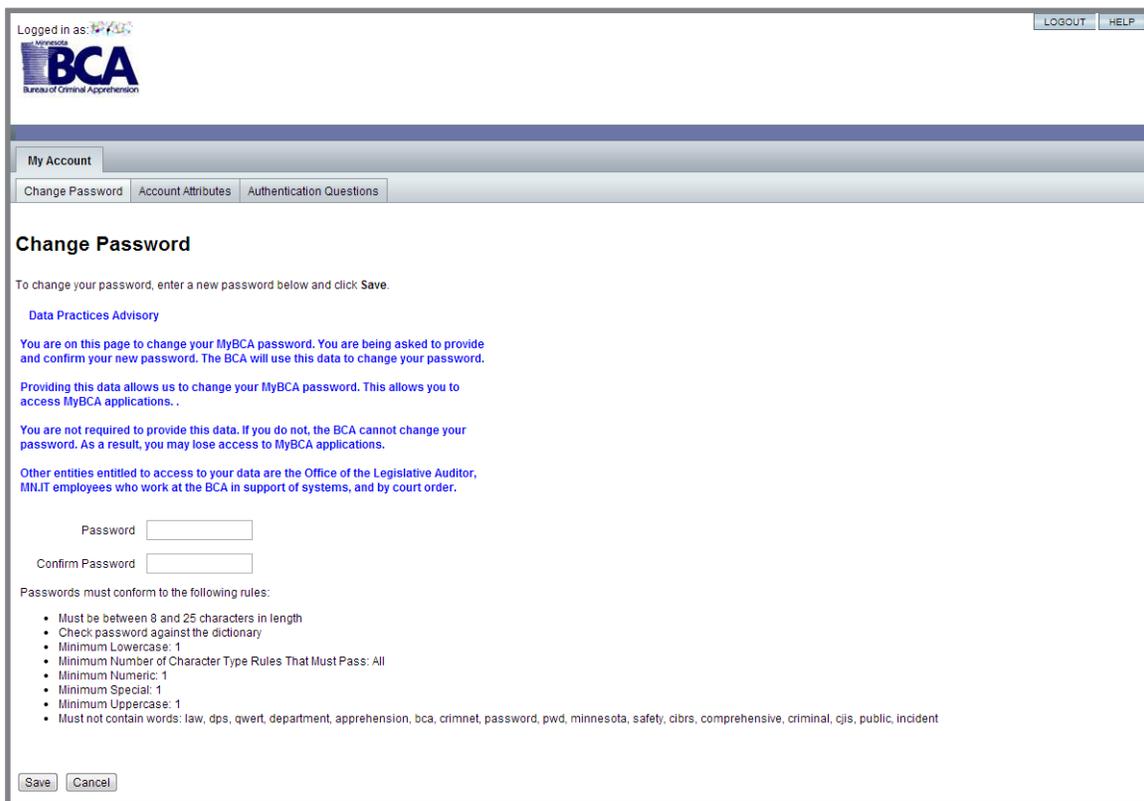


Figure 5.3: Identity Manager Page (Change Password Tab)

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

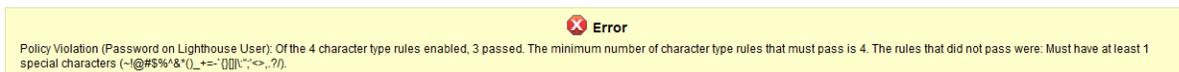


Figure 5.4: Password Error Example

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.

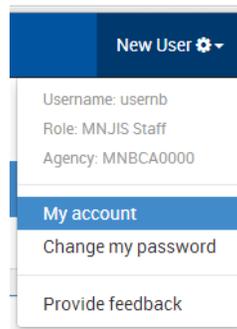


Figure 5.6: Options Menu (My account Highlighted)

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

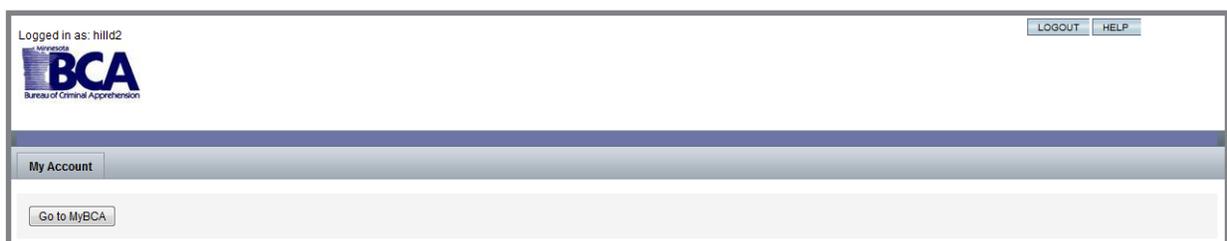


Figure 5.7: Identity Manager Page

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.

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 Secure PIN for each account. Otherwise, the Forgot UserName? 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	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"> • year • month • day • time (24-hour time, including seconds) — the time is displayed in Zulu (i.e., Universal Coordinated) Time. For example, 20131113151720Z indicates that your password was last changed on November 13, 2013 at 15:17:20. <p>This field is for informational purposes only.</p>
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 Last Password Change , above. <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.

✖ 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"/> *
Wrong telephone number format. Valid format example: 123-456-7890		
Phone Number (123-456-7890)		<input type="text" value="(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, MLIT 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.

The screenshot shows the 'Provide Feedback' page on the MyBCA website. The page features a blue header with the MyBCA logo and 'Getting Started' on the left, and 'New User' and 'Logout' on the right. The main content area is white and contains the title 'Provide Feedback'. Below the title are several form fields: 'Name *' with the value 'New User', 'Email address *' with the value 'new.bca.user@state.mn.us', 'Phone number' with the value '651-777-8888', 'Which application? *' with a dropdown menu showing 'Other MNJIS links', and 'What type of feedback? *' with a dropdown menu showing 'General Comments'. Below these is a large text area for 'What would you like to tell us? *'. At the bottom left of the form is a blue 'Send' button. The footer is blue and contains the Minnesota state logo, 'More BCA Applications', and 'Partners and Support'.

Figure 6.1: Provide Feedback Page

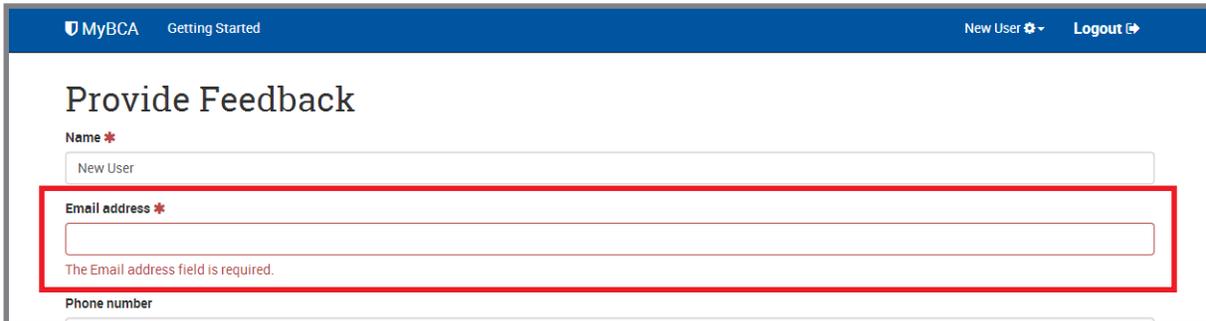
There are six fields on the **Provide feedback** page:

Table 6.1: Feedback Page Fields

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

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

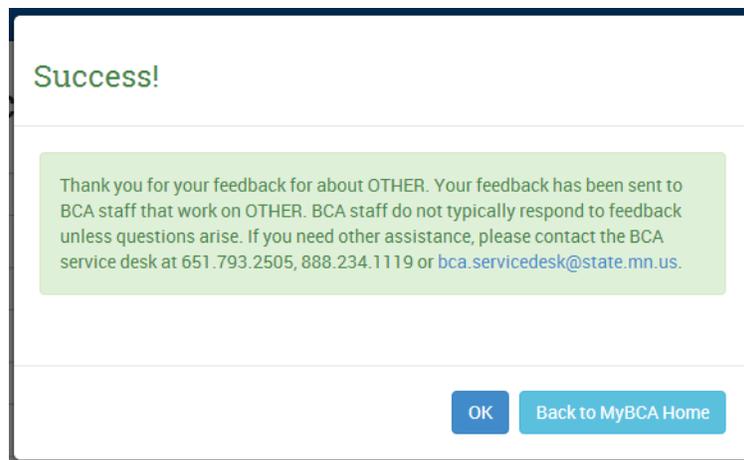
If you do not provide the required information, the fields requiring attention become outlined in red. An error message also appears below the field. Add the required information and try again.



The screenshot shows the MyBCA 'Provide Feedback' page. The page has a blue header with 'MyBCA Getting Started' on the left and 'New User' and 'Logout' on the right. The main content area is white with the title 'Provide Feedback'. Below the title are three input fields: 'Name', 'Email address', and 'Phone number'. The 'Name' field contains 'New User'. 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 'Phone number' field is empty.

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 'Success!' is in green. Below the title is a green message box containing 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.' At the bottom right of the dialog 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

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

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)".

7.3 BCA Service Desk

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
- **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
- **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)

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

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*.

B.2 Individual user requests

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/nextest/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.

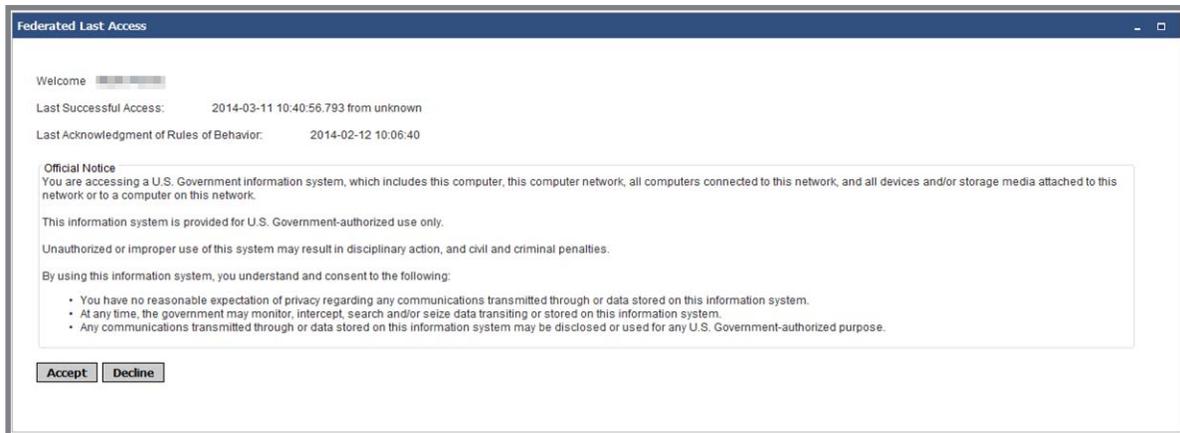


Figure B.2: Federated Last Access Page

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.

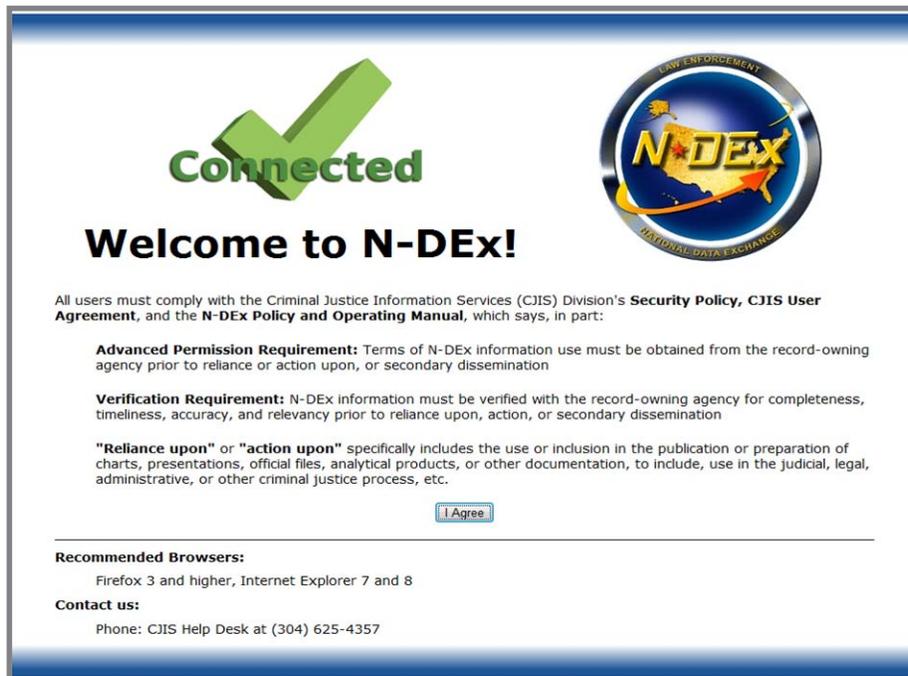


Figure B.4: N-DEX Agreement Page

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.

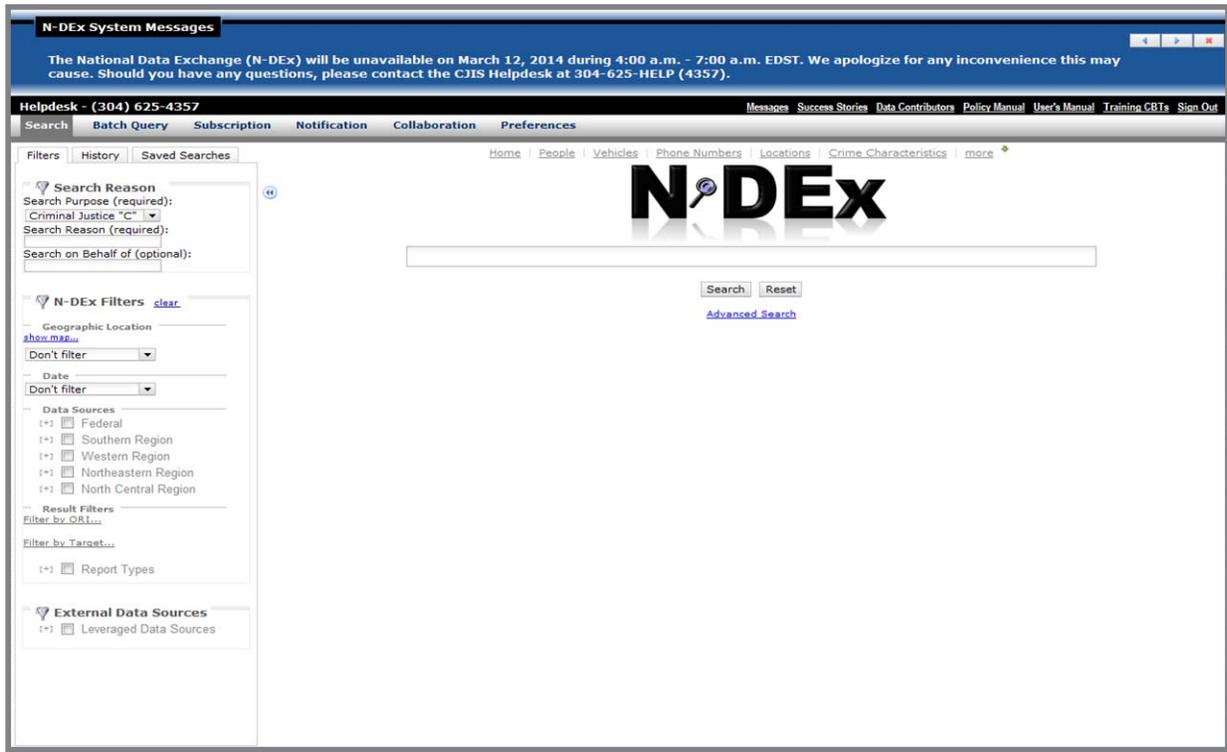


Figure B.5: N-DEX Search Page

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
- **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.

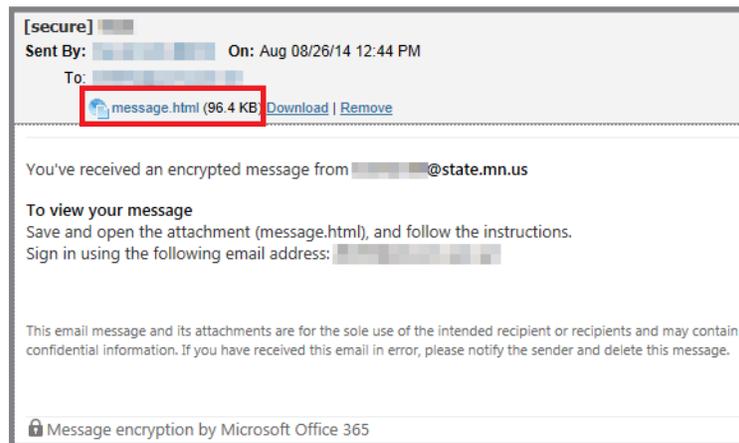


Figure C.1: Example of Open Secure Email (Attachment Highlighted)

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.

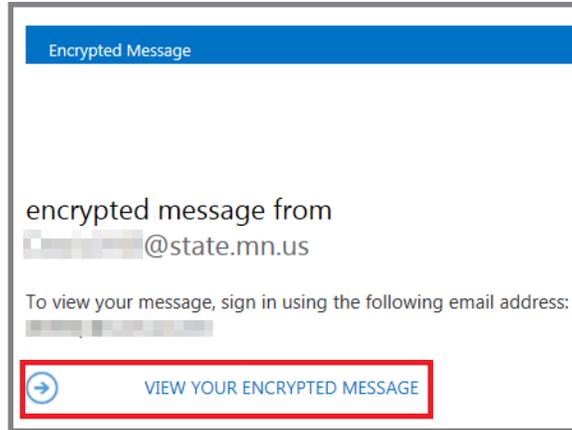


Figure C.2: Encrypted Message Page

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.

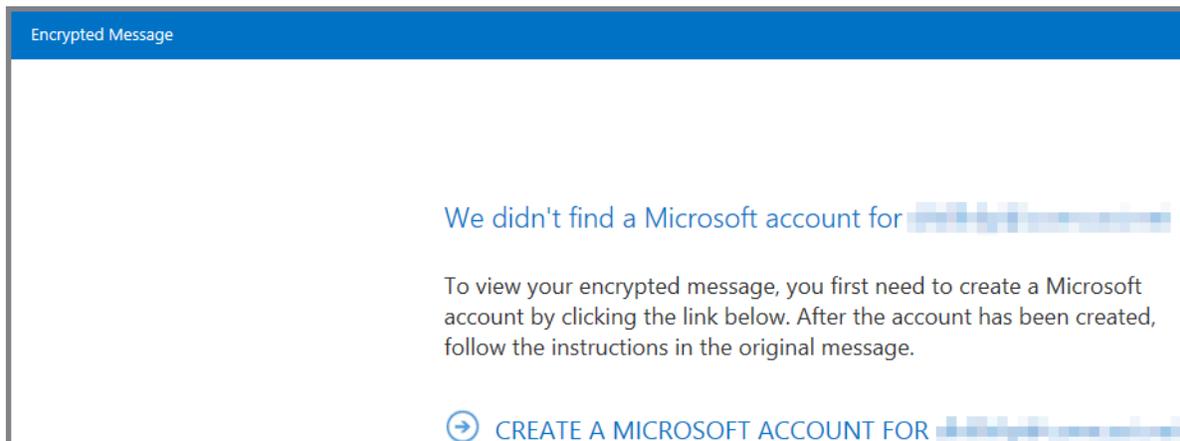


Figure C.3: Encrypted Message Page (No Microsoft Account)

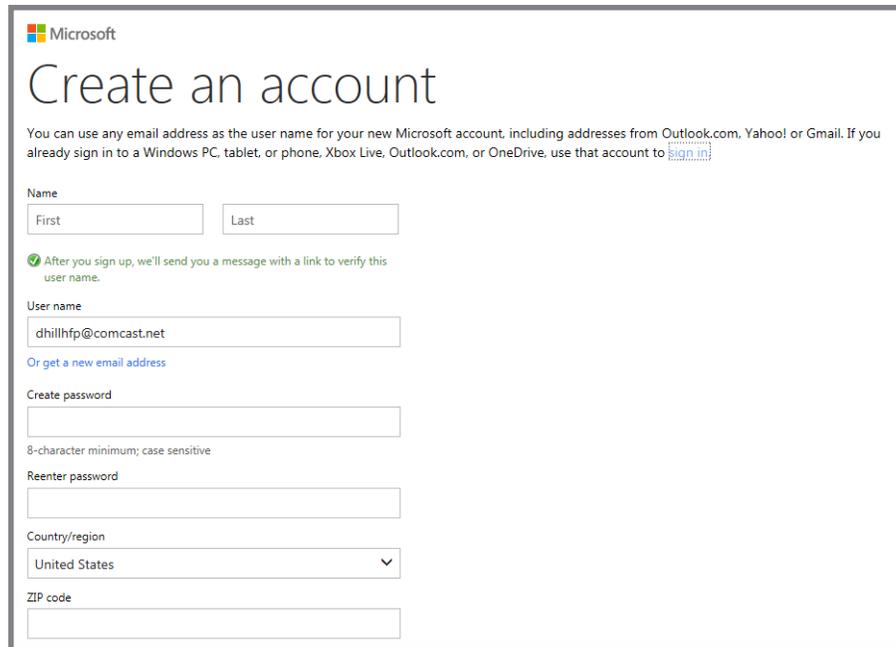


Figure C.4: Create an Account Page

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.

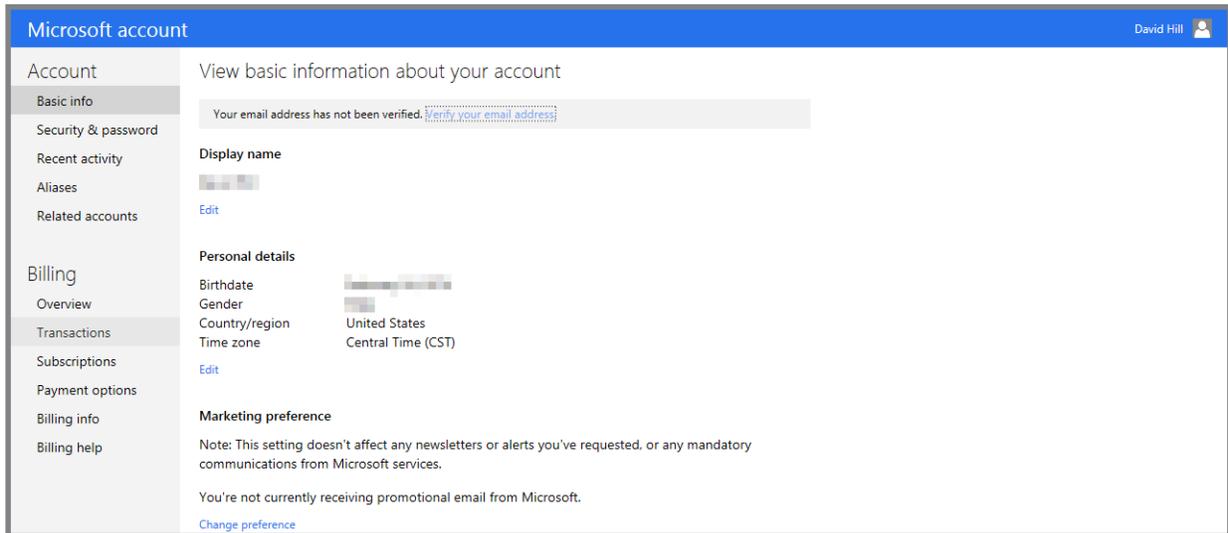


Figure C.5: Microsoft Account Page

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

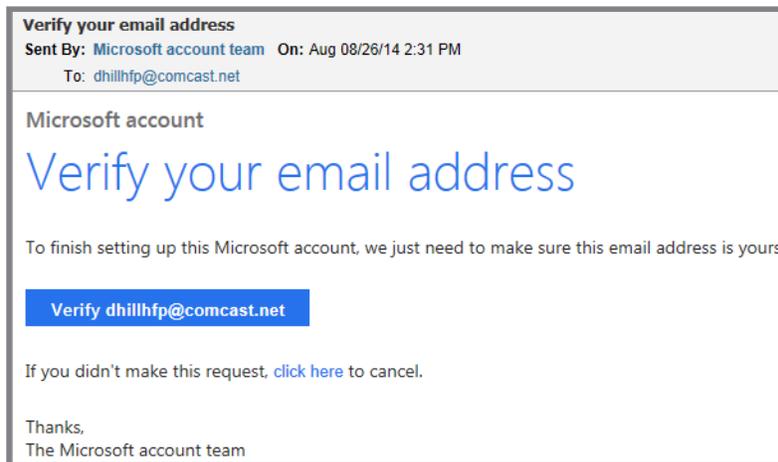


Figure C.6: Example of Verification Email

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.

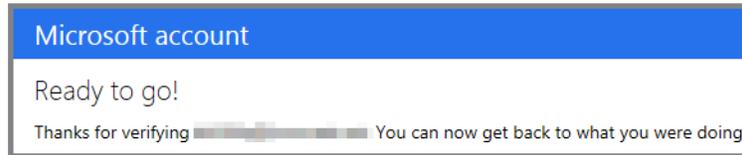


Figure C.7: Ready To Go! Page

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**.

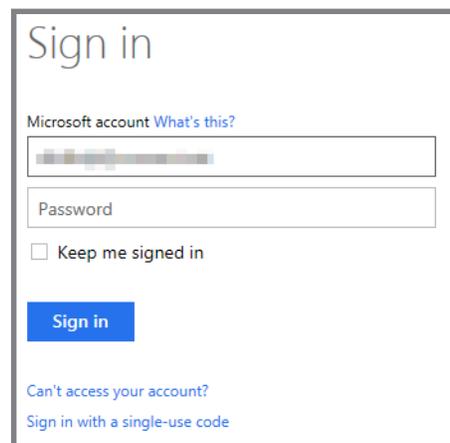


Figure C.8: Sign In Page

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

C.2 Handling your secure email

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`. 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.

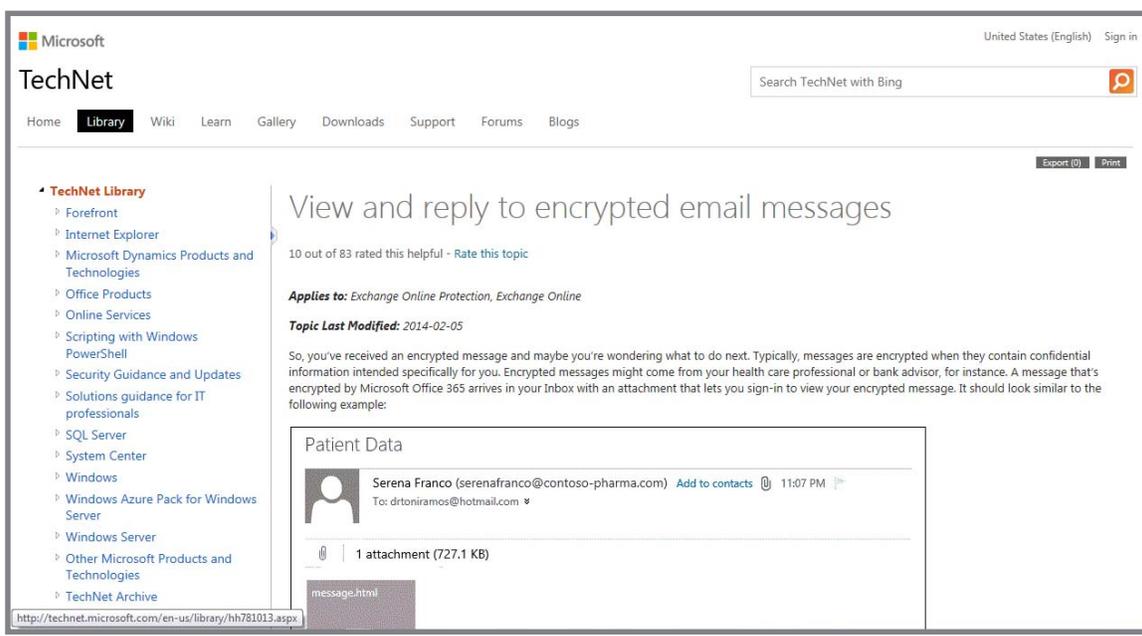


Figure C.9: Microsoft TechNet Website (Office 365 Online Help)

C.3.2 BCA Service Desk

If you require additional assistance, contact the BCA Service Desk via email at bca.servicedesk@state.mn.us 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"> • Revised Section 2.1 to accommodate additional changes to MN.IT/Microsoft encrypted email service. • Moved previous Section 2.1 to Appendix C for users receiving secure email between 08/25/2014 and 09/30/2014. 	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"> • Revised Section 1.5 to include N-DEx and language on management and support of external applications. • Revised Section 2.2 to include new password expiration warning and password reset. • Revised Section 4.4 to mention applications requiring training or certification. Also updated timeframe for results to be received by MyBCA. • Added new Section 7.2 to cover external application support. • Added Appendix A on DVS Crash Reports on-boarding and support. • Added Appendix B on N-DEx on-boarding and support. 	David W. Hill
02/04/2014	2.10	<ul style="list-style-type: none"> • Reorganized Section 1.3 to include new Compatibility View information. • Added new Section 4.1.3 to describe addition of night mode. 	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)

Date	Ver	Description	Author
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"> • Added new Section 2.1 for secure email access. • Added Chapters 4, 5, and 6, covering new MyBCA functionality. • First full release for DVS Access and MyBCA Applications roll-outs. 	David W. Hill
12/12/2013	1.10	<ul style="list-style-type: none"> • Removed previous Section 2.1, "Setting up a MyBCA Account" for reworking. • Added new end-of-procedure to Section 2.2.4. • Added references to Launchpad, nexTEST, and those sites' user name and password schemes to Section 2.3. • Corrected error in description of Last IDM Login field. • "Quick start guide" for new MyBCA users transitioning from DVS LE Support to DVS Access application. 	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

