

JCMS – Frequently Asked Questions

Q. How do you enter the dates to submit the monthly extract?

If you are submitting the extract in July for the month of June 2015 the dates should be entered as followed:
06/2015 thru 06/2015

Q. Can you have two sessions of JCMS open at the same time with the same login?

No, if you need to run two instances at the same time you will have to have two User Logins.

Q. What do I do if I get a System Error in JCMS?

Please take a screen shot of the system error and contact the JCMS Helpdesk.

Q. When adding a new user to JCMS who assigns the Agency Employee ID #?

This is assigned by the JPD Department.

Q. Who unlocks a user account in JCMS?

The system administrator can reset a password.

Q. How do I add a new court?

Contact the JCMS Help desk to submit a ticket, you will need to provide the court name and DPS TX number.

Q. How do I add a new judge?

Go to security, do a search for a judge and click on 'add like' next to another judge in the same court and create a user for the new judge. After the judge is added, go to Maintenance, Maintain courts and view the court, click on 'add new' to add the new judge. If there is a judge that is leaving, edit their profile under security and terminate their status.

Q. How do I add an officer's name to be used for 'Admitted by' or 'Administered by'?

Go to Security/User Profiles and copy another user, give them a first name of Detention and last name of Staff, give them a user role of Detention Staff Minus. You will need to set a password and user name.

Q. How do I view an audit trail on the individual screens?

Hoover your mouse over any blue round icon ('i' in the center) to view the Audit trail for that item.

Q. I clicked on the 'select' button but nothing happens.

A second 'picker' screen is already open. Locate and close it.

Q. Where do I find secure placement facility ID number?

If a facility is secure, you can find the facility ID number at:

<http://www.tjtd.texas.gov/publications/other/searchfacilityregistry.aspx>

If it's not secure, you can enter a code, it must be 7 digits or less. For instance, Gulf Coast could be entered as 'GULF'.

Q. How do I add a new detention facility?

Find the facility ID number at:

<http://www.tjtd.texas.gov/publications/other/searchfacilityregistry.aspx>

Contact the JCMS Help Desk with the facility name and facility ID number so that a ticket can be submitted to add it.

Q. Why does the scars/marks tattoo list contain therapeutic drugs and drugs of abuse?

This is the DPS list for statewide values.

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Q. Where does JCMS pull the information “Is Juvenile a Multiple”?

When you add an associate, if you select the “Is Juvenile a Multiple” checkbox on the Add New Associate screen, you’re stating that the “associate” you’re adding is a multiple of the juvenile. After you select the checkbox, the system will note the sibling as a twin on the Juvenile ID Page for your original juvenile.

Q. What are the CI Youth/PI Youth flags in the banner?

If a juvenile has an offense for Crisis Intervention or Prevention Intervention offense, the flag will be set. If the juvenile receives another offense, the flag will automatically be removed.

Q. I noticed I entered the same juvenile 2 times. Do I delete one of them from JCMS?

No, you would merge the 2 PID’s. Start with the juvenile with the most information, the ‘Merge’ button is on the Juvenile ID page, on the right side.

Q. How do I add a defense attorney on juvenile’s court, the drop down box does not have a selection.

Go to the Juvenile ID screen, in the submenu, click on defense attorneys and add the attorney, then you can use it in the court screen.

Q. Where do I find my supervision and placement case plans?

Case Management Container

Q. I’ve closed a juvenile’s supervision but they’re still showing up on my caseload.

Go to Case Management, click on ‘Add/Edit’ under Current Officer Assignment and add an end date.

Q. How do I restrict a juvenile record in JCMS?

Go to the Juvenile Id Container, click on ‘Edit Flags’ and check ‘Restricted Access’.

Q. How do I seal a juvenile’s entire record?

From the home screen, go to Maintenance/Seal Juvenile Record.

Q. How do I seal an offense or a referral?

To seal an offense, view the offense and click on the ‘seal’ button. You must have another offense set as primary or you will need to seal the referral. To seal the referral, go to the referral screen.

Q. Where do I enter my RANA results in JCMS?

View the Referral, click on the Referral Dispositions Link, edit and enter your RANA results.

Q. Where do I enter Cause numbers in JCMS?

View the Referral, click on the Referral Dispositions Link, edit and enter the cause number.

Q. If my county is using the offense disposition how can I correct an entry that was made in error?

View the offense screen and click on ‘Rollback’, this will move your Edit button back one level. This can be done twice if you need to roll back two levels.

Q. How do I amend an offense?

Go to the disposition container, on either the prosecutor or court action, check ‘Amend offense’ and search for the new offense.

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Q. Where are victims in JCMS?

Victims are now called Complainants in JCMS and they are listed within each offense and listed on the Associates page.

Q. What are Pass Through and Non-Deposit Fee Types?

Pass Through payments include Money Orders or Checks written directly to the Victim by the Juvenile/Juvenile Parents that will be mailed to the victim but must also be recorded in JCMS as a payment against the assessment.

Non-Deposit payment types include Social Security Dependent benefits for youths in residential care utilized to pay court ordered placement fees.

Q. How do I add a picture to the banner page?

You must have an arrest and a TRN on the offense. View the offense page, on the right side under the CR43J button, you will find a link to Add a photo.

Q. Where do I add an Originating PID ID?

If this is an ICT, Interstate Compact, Contract Detention, or Placement Detention, you will enter this on the referral screen.

Q. What dispositions do I use for paper referrals?

No Intake, No Probable Cause - Prob Dept
No Intake, Probable Cause, Prob Dept
No Intake, No Probable Cause - Prosecutor
No Intake, Probable Cause - Prosecutor