TCOLE SECURE SHARE AND THE BACKGROUND CONFIRMATION FORM

A How-to Presentation by TCOLE

Presented by:

TCOLE Special Services Team - IT

WHO ARE WE?

Kim Vickers – Executive Director

Michael Antu – Director of Special Services, IT, and Enforcement

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AGENDA

Introduction

How to Guides for TCOLE Secure Share

FAQs

Resources

Q&A

INTRODUCTION

DEFINITIONS

TERM	DEFINITIONS
SB 24	Senate Bill 24, passed by the 87th Legislative Session
TSS	TCOLE Secure Share; Website used to securely transmit personnel documents during background investigations

DEFINITIONS

TERMS	DEFINITIONS
BCF	Background Confirmation Form; used to confirm a thorough and complete background investigation was done prior to an appointment
Background Requestor	Person doing the background investigation for the potential hiring department
Background Provider	Person with access to the personnel file being sought; point of contact

THE SPIRIT OF SB 24

Senate Bill 24 was passed by the 87th Texas Legislature to ensure that proper preemployment background investigations are being completed on TCOLE licensees, and to facilitate the secure electronic transfer of personnel information held by previous employing law enforcement agencies.

Upon completion of the background investigation, the hiring law enforcement agency is required to submit confirmation to TCOLE that the prescribed process has been followed.

SB 24

The affected statutes:

Local Government Code – Section 143.089

Occupations Code – Subchapter J, Chapter 1701
- Occupations Code – Section 1701.451
- Occupations Code – Section 1701.4511
- Occupations Code – Section 1701.456(b)

PERSONNEL FILE

Occupation Code Section 1701.451 (a)(3)(B)(i-xi)

Employment application

Service records

Criminal History

Termination reports

Military discharge record

OCCUPATION CODE 1701.451 (A)(3)(B)(I-XI)

SUBCHAPTER J. EMPLOYMENT RECORDS AND PREEMPLOYMENT PROCEDURE

Sec. 1701.451. PREEMPLOYMENT PROCEDURE. (a) Before a law enforcement agency may hire a person licensed under this chapter, the agency must, on a form and in the manner prescribed by the commission:

(1) obtain the person's written consent for the agency to review the information required to be reviewed under this section;

(2) request from the commission and any other applicable person information required to be reviewed under this section; and

(3) submit to the commission confirmation that the agency, to the best of the agency's ability before hiring the person:

(A) contacted each entity or individual necessary to obtain the information required to be reviewed under this section; and

(B) except as provided by Subsection (b), obtained and reviewed as related to the person, as applicable:

(i) personnel files and other employee records from each previous law enforcement agency employer, including the employment application submitted to the previous employer;

(ii) employment termination reports maintained by the commission under this subchapter;

(iii) service records maintained by the commission;

(iv) proof that the person meets the minimum qualifications for enrollment in a training program under Section 1701.251(a);

(v) a military veteran's United States Department of Defense Form DD-214 or other military discharge record;

(vi) criminal history record information;

(vii) information on pending warrants as available through the Texas Crime Information Center and National Crime Information Center;

(viii) evidence of financial responsibility as required by Section 601.051, Transportation Code;

(ix) a driving record from the Department of Public Safety;

(x) proof of United States citizenship; and

(xi) information on the person's background from at least three personal references and at least two professional references.

SECURITY

How TCOLE is protecting the data

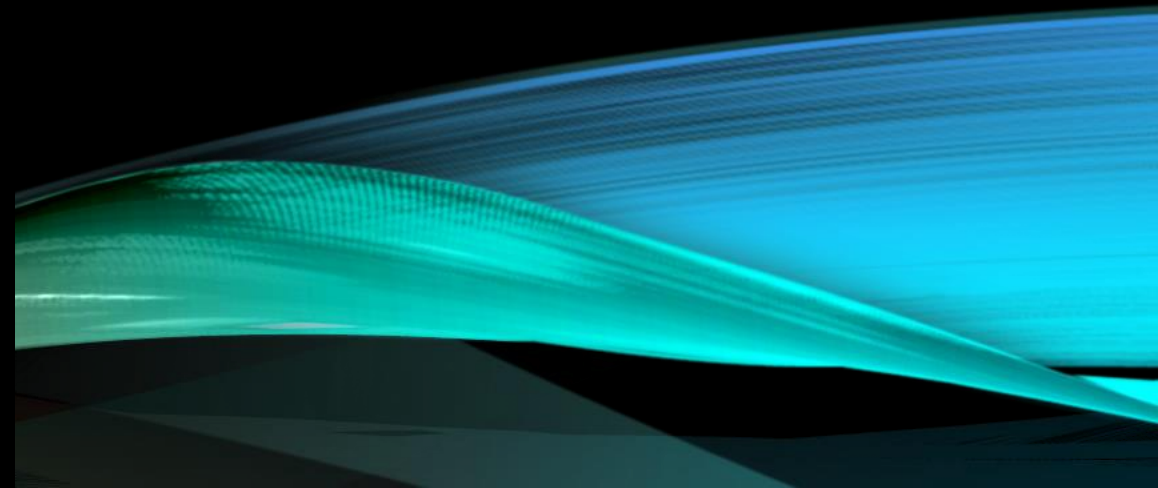How the system is protecting the data

How you should protect the data

FLOW CHART – BACKGROUND REQUESTOR

Applicant has no former Law Enforcement in employment history.

Fills out and sends BCF, and keep a copy

Finished!

FLOW CHART – BACKGROUND REQUESTOR

In-Person

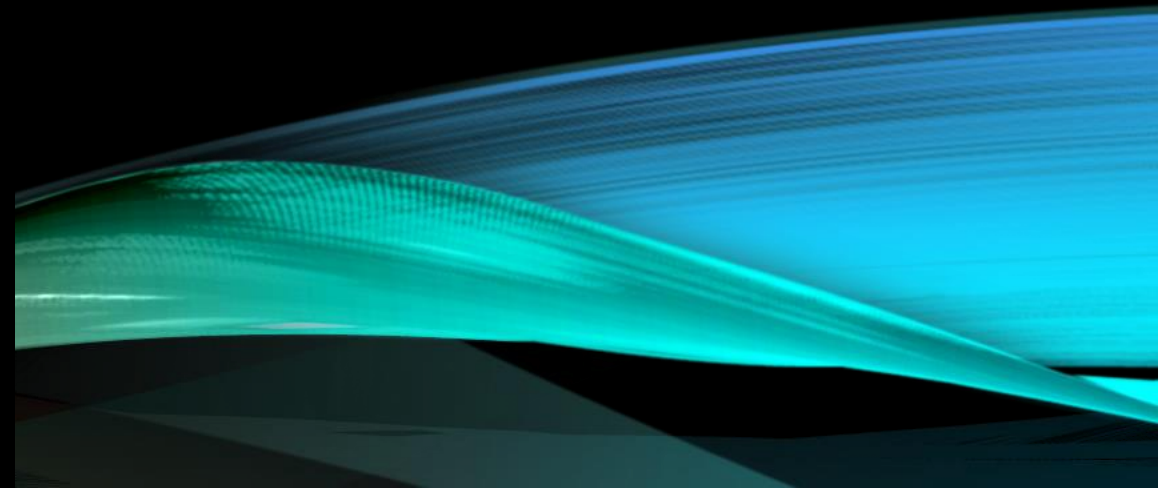Visit former agencies, review personnel documents

Completes BCF

Sends BCF to TCOLE, keeps a copy

Finished!

FLOW CHART – BACKGROUND REQUESTOR

TCOLE Secure Share

Contacts former agencies, collects background provider's name, PID, work email

Uses TSS to request personnel file

Receives an email stating the upload is ready

Views file and completes BCF

Sends BCF to TCOLE, keeps a copy

Finished!

FLOW CHART – BACKGROUND REQUESTOR

FLOW CHART – BACKGROUND PROVIDER
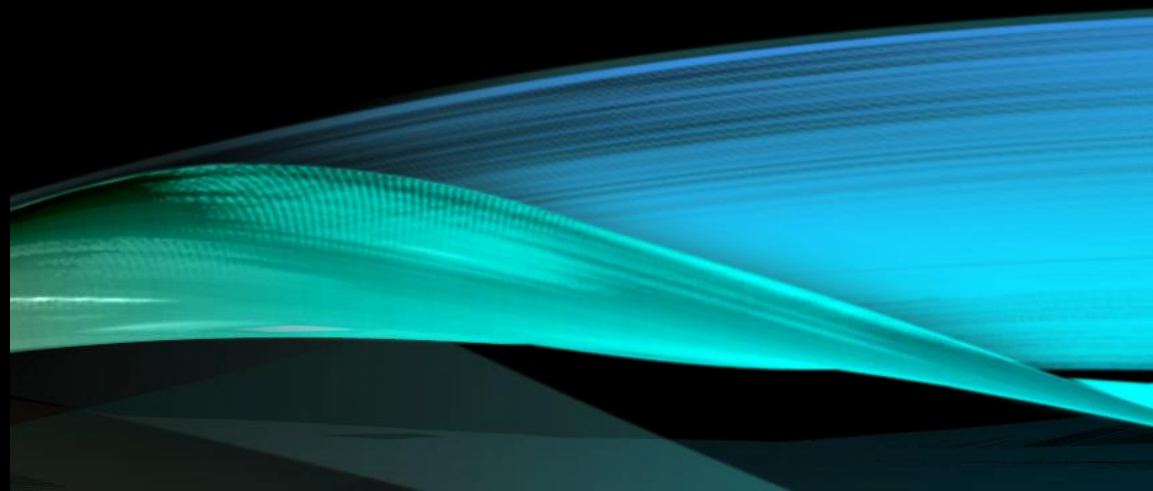
Contacted about a former employee

Provide your name, PID, and work email

Do you have the personnel file?

Yes

No

FLOW CHART – BACKGROUND PROVIDER
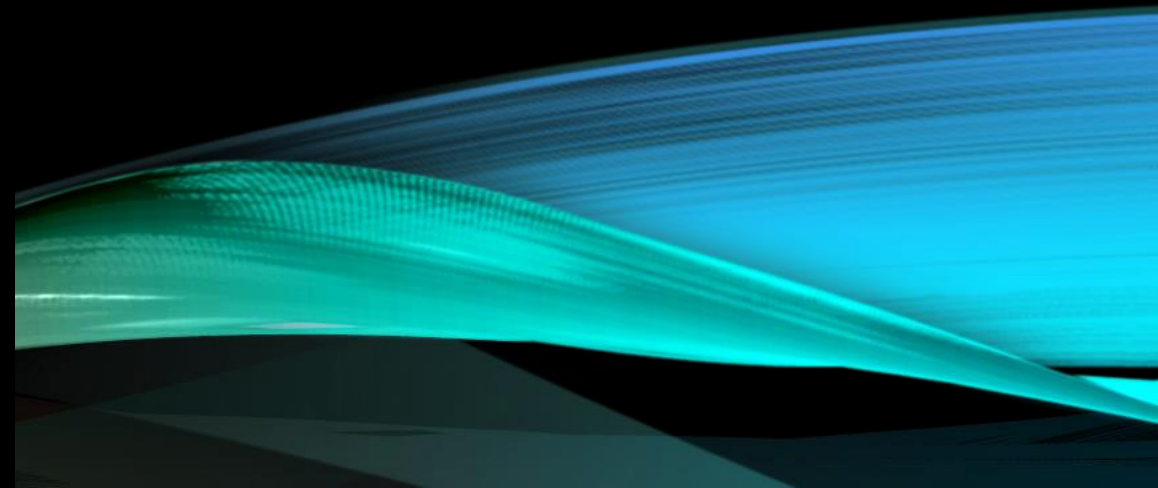
Do you have the personnel file?

Yes

Receives email request from TSS

Uploads the document(s)

Finished!

FLOW CHART – BACKGROUND PROVIDER
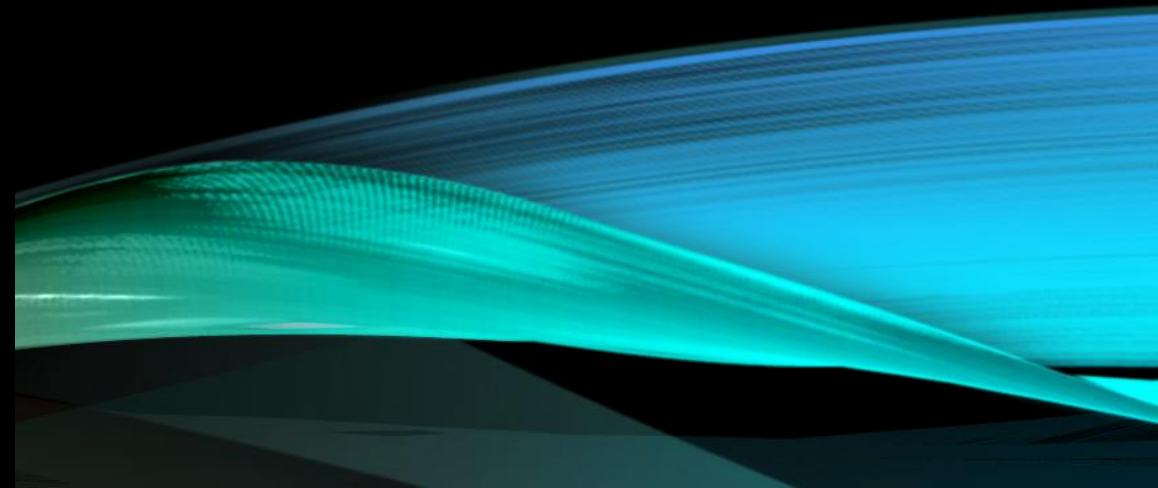
Do you have the personnel file?

No

Receives email request form TSS

Prepare a letter on agency letterhead explaining why

Upload letter

Finished!

FLOW CHART – BACKGROUND PROVIDER
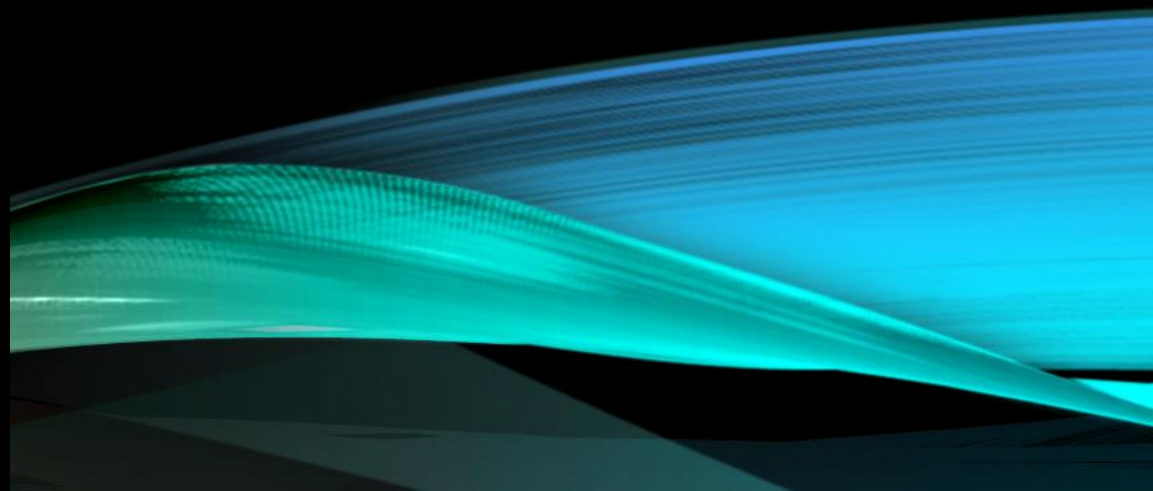
Background provider doesn't have a PID → Background requestor collects department, name, and work email → Calls TCOLE with department, name, and work email → TCOLE contacts department to verify who should be the background provider on TSS

If there is no PID for this person
- C-1 is provided to fill out
- C-1 is signed by the agency's chief administrator
- Background requestor is provided name, email address, and PID for the TSS ticket

Another background provider is identified, and they do have a PID
- Background requestor is provided name, work email address, and PID for the TSS ticket

FLOW CHART – C-1 PROCESS

Background provider doesn't have a PID → Background requestor collects department, name, and work email → Calls TCOLE with department, name, and work email → TCOLE contacts department to verify who should be the background provider on TSS

FLOW CHART – C-1 PROCESS
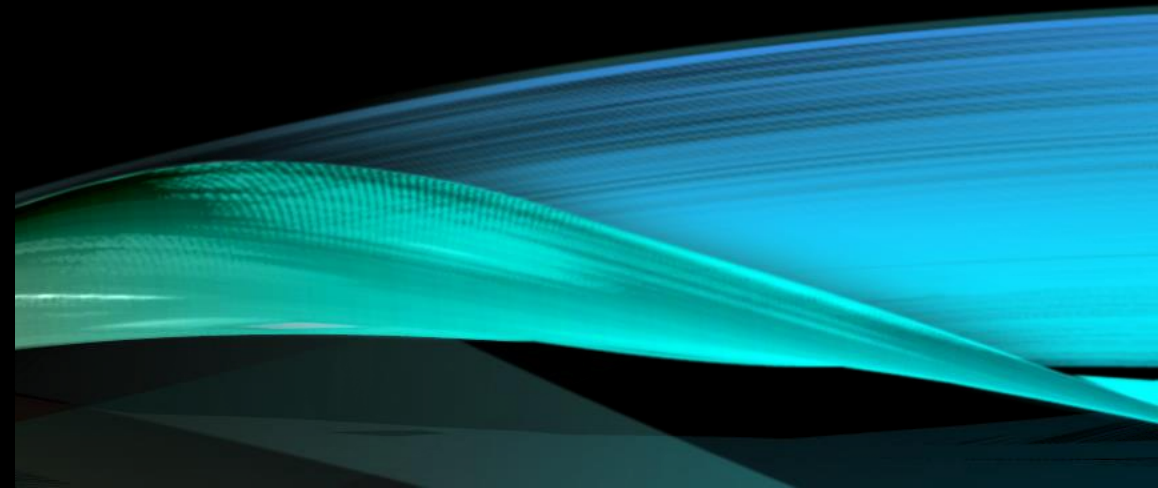
FLOW CHART – C-1 PROCESS

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C-1 is provided to fill out

C-1 is signed by the agency's chief administrator

Background requestor is provided name, email address, and PID for the TSS ticket

Another background provider is identified, and they do have a PID

Background requestor is provided name, work email address, and PID for the TSS ticket

FLOW CHART – C-1 PROCESS

BACKGROUND CONFIRMATION FORM

LOCATION OF THE BCF
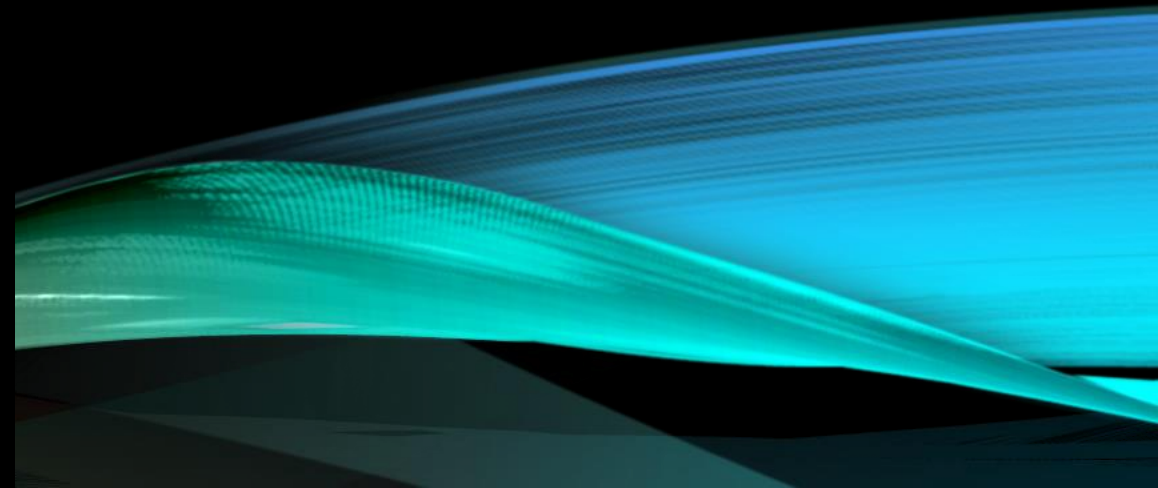
2nd page of the F5-R from TCLEDDS

TEXAS COMMISSION ON LAW ENFORCEMENT
6330 E. Highway 290, STE 200
Austin, Texas 78723-1035
Phone: (512) 936-7700
https://www.tcole.texas.gov/

Background Confirmation Form
Please print legibly.

This document must be kept in the TCOLE file of the individual listed in top section and <u>emailed to</u>
secureshare@tcole.texas.gov

Background Investigation Conducted on:

Background Investigation Conducted on *(applicant information)*			
1. Last Name (Name on File)	2. First Name (Name on File)	3. M.I.	4. Suffix
5. TCOLE PID	6. Tentative Start Date		

Background Investigation Conducted by:

Background Investigation Conducted by				
7. Last Name	8. First Name		9. Email Address	
10. TCOLE PID	11. Agency Name		12. TCOLE Agency Number	
13. Agency Address	14. City	15. County	16. Zip Code	17. Phone Number

FILLING OUT THE BCF

Approving Chief Administrator:

Approving Chief Administrator		
18. Last Name	19. First Name	20. TCOLE PID

Former Law Enforcement Agencies

Former Law Enforcement Agencies

21. Does the applicant listed above hold a TCOLE license?
(This applicant has an active or inactive license as a peace officer, jailer, or telecommunicator in the State of Texas)

☐ YES – This applicant has held a TCOLE License
  (If yes, proceed to 22)
☐ NO – This is a new TX Licensee
  (If no, skip to signature block)

22. Former Law Enforcement Agencies	23. Personnel Documents Reviewed:		24. If background personnel documents were not reviewed in person or electronically via TSS, please indicate the reason:				
list former law enforcement departments below	TCOLE Secure Share (TSS)	In-Person	Request denied/ Failed to respond	Did not attempt	Request expired/ technical issue	Documents not legible	Other: explain
	☐	☐	☐	☐	☐	☐	
	☐	☐	☐	☐	☐	☐	
	☐	☐	☐	☐	☐	☐	
	☐	☐	☐	☐	☐	☐	
	☐	☐	☐	☐	☐	☐	
	☐	☐	☐	☐	☐	☐	

(If more lines are needed for 23-24, please use page 2)

Signature of Chief Administrator or Designee

I certify that I am the chief administrator of the above-named agency, or the person designated by the chief administrator to sign this document. I further certify that I have reviewed all documents pertaining to this individual as listed in Occupations Code 1701.451.
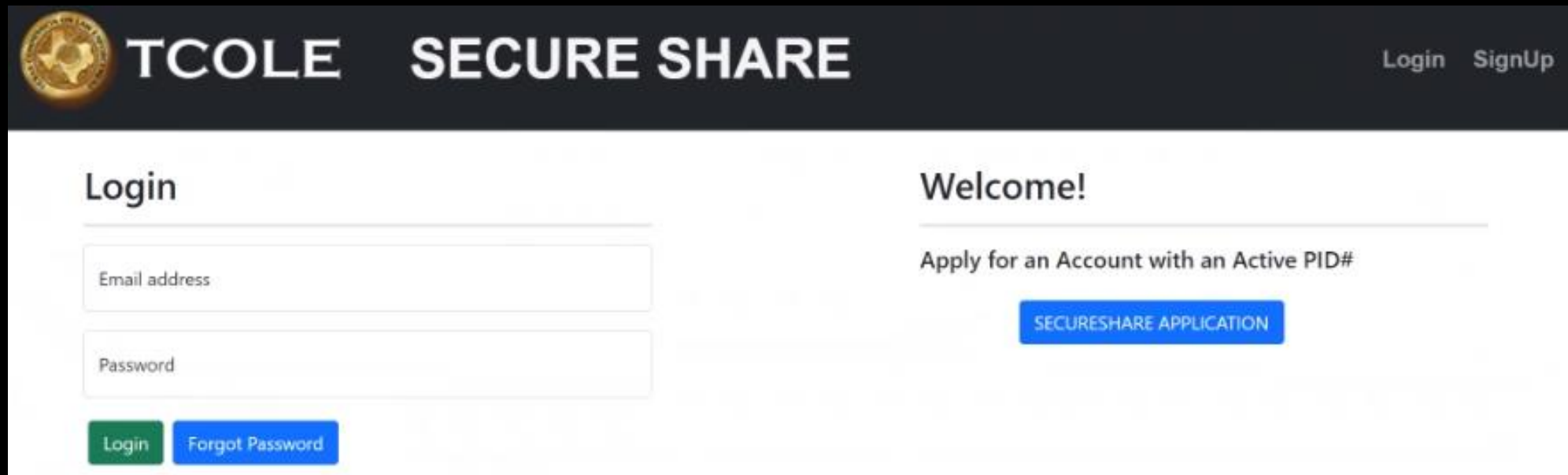
_____   _____
Signature of Chief Administrator or Designee   Date

LOCATION OF TSS

https://secureshare.tcole.texas.gov

HOW TO GUIDES FOR TCOLE SECURE SHARE

HOW TO: APPLY FOR A TSS ACCOUNT

Navigate to TSS:

https://secureshare.tcole.texas.gov

Click 'SecureShare Application'

HOW TO: APPLY FOR A TSS ACCOUNT

Fill in the requested information and click 'Submit Application'

HOW TO: APPLY FOR A TSS ACCOUNT

This popup at the bottom of the page means you have submitted your application for TSS successfully:

Successfully Created Account. Check
Email for Account Activation Link.

This popup at the bottom of the page means there was an error in submitting your application for TSS:

Application Failed - Please contact
TCOLE

HOW TO: APPLY FOR A TSS ACCOUNT

Other popups you may receive during the application process if something goes wrong:

Errors	Solution
Department ID & PID already assigned to an Account - Try Login	An account with that combination already exists; request password change to recover your account
Application Failed - Please contact TCOLE	Refresh your screen
User already activated	Email already verified; please wait for the review process

HOW TO: APPLY FOR A TSS ACCOUNT

If the application is successfully submitted, you will receive an email with a link to verify your email address. Once you click the link it will take you here:
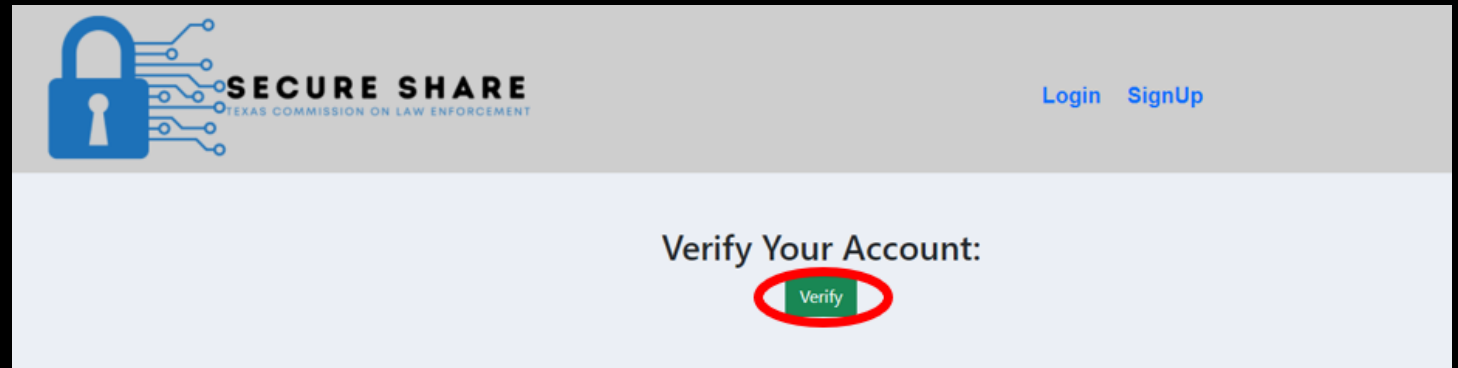
Click 'Verify' to confirm your email address.

HOW TO: APPLY FOR A TSS ACCOUNT

If you successfully verify your email address, you will see this popup:

Successfully Activated Account. Login or Reset Password to Proceed.

After verifying your email address, you will receive an email stating it has been verified and to wait for our review process before trying to log in.

HOW TO: APPLY FOR A TSS ACCOUNT

Once your application has been reviewed, you will either receive an email stating you have successfully created an account OR your request was denied.

If approved, you can now navigate to TSS and log in.
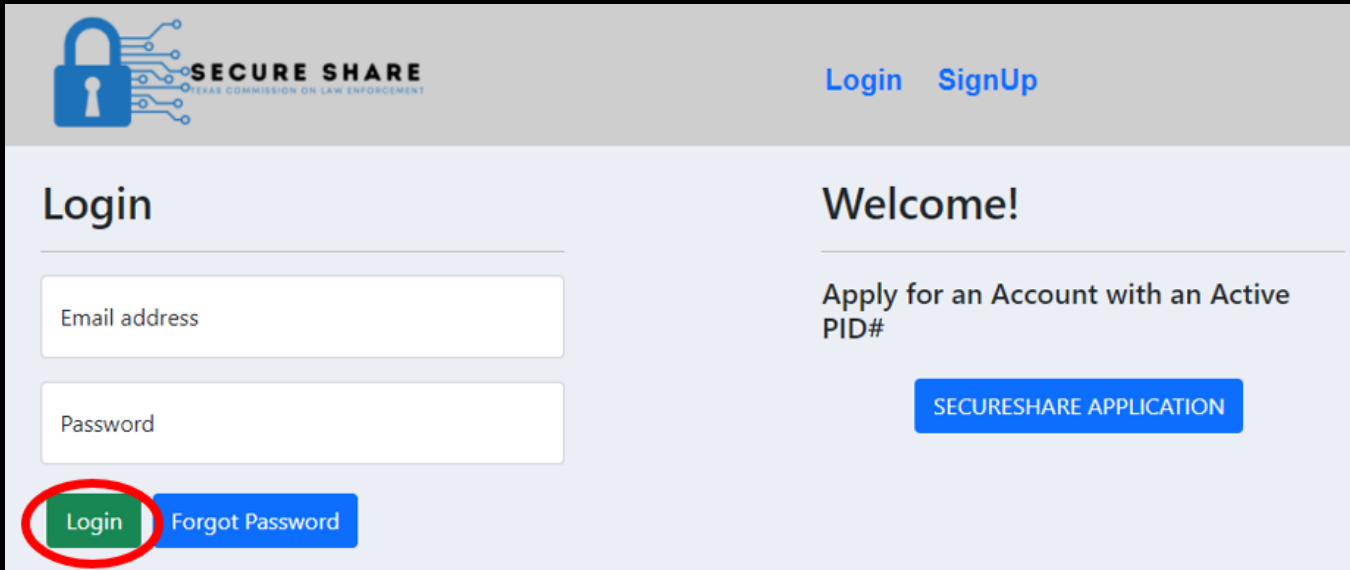
HOW TO: APPLY FOR A TSS ACCOUNT

Important note: if you do NOT receive an email at the beginning of this process, please do the following:

1. Check your Junk/Spam folder

2. Contact TCOLE Secure Share Staff and provide:
    - Your full name
    - PID number
    - Agency
    - Work email address
    - A good contact number

Navigate to the login page:

https://secureshare.tcole.texas.gov
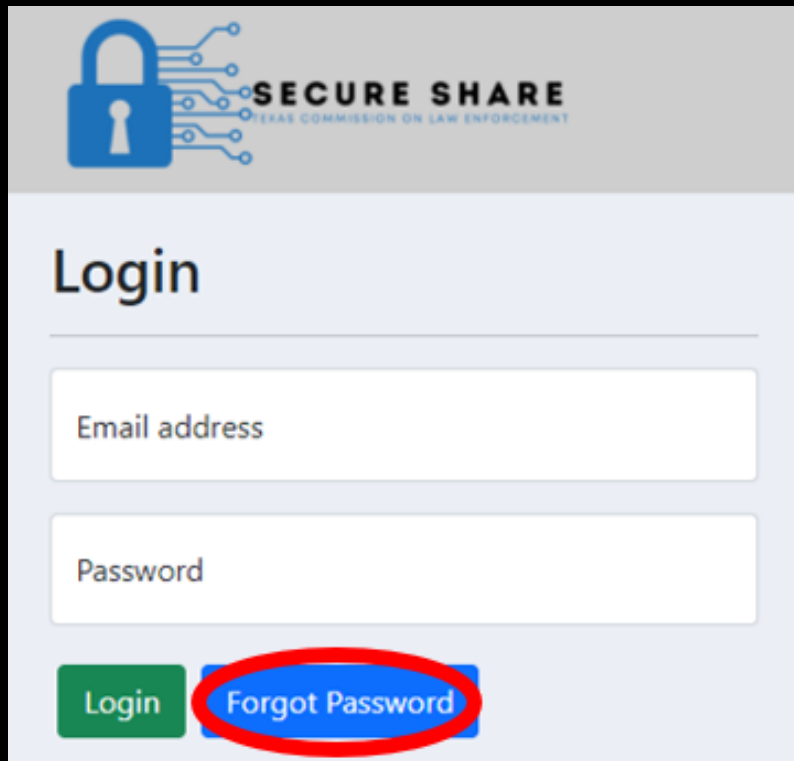
HOW TO: LOG IN TO TSS

On the login page, click 'Forgot Password'

HOW TO: LOG IN TO TSS

Popups you may see when attempting to log in is there is an error:

Errors	Solutions
User Load Failed	Refresh your screen
Authentication Failed	Contact TCOLE Secure Share Administrators
Refresh Token Failed	Refresh your screen
Invalid Login Credentials	Invalid email or password was entered
Not a registered email a ddress	An incorrect email address was entered
Password Reset Confirma tion Failed	Contact TCOLE Secure Share Administrators

HOW TO: LOG IN TO TSS

HOW TO: REQUEST A PERSONNEL FILE

Log in to TSS:

https://secureshare.tcole.texas.gov

HOW TO: REQUEST A PERSONNEL FILE

Click on 'Create New Ticket'

HOW TO: REQUEST A PERSONNEL FILE

Enter the PID of the contact at the responding agency and click 'Verify PID'

HOW TO: REQUEST A PERSONNEL FILE

Select the department by clicking on the blue box containing the agency's name

HOW TO: REQUEST A PERSONNEL FILE

Enter the applicant's first name, last name, and their PID
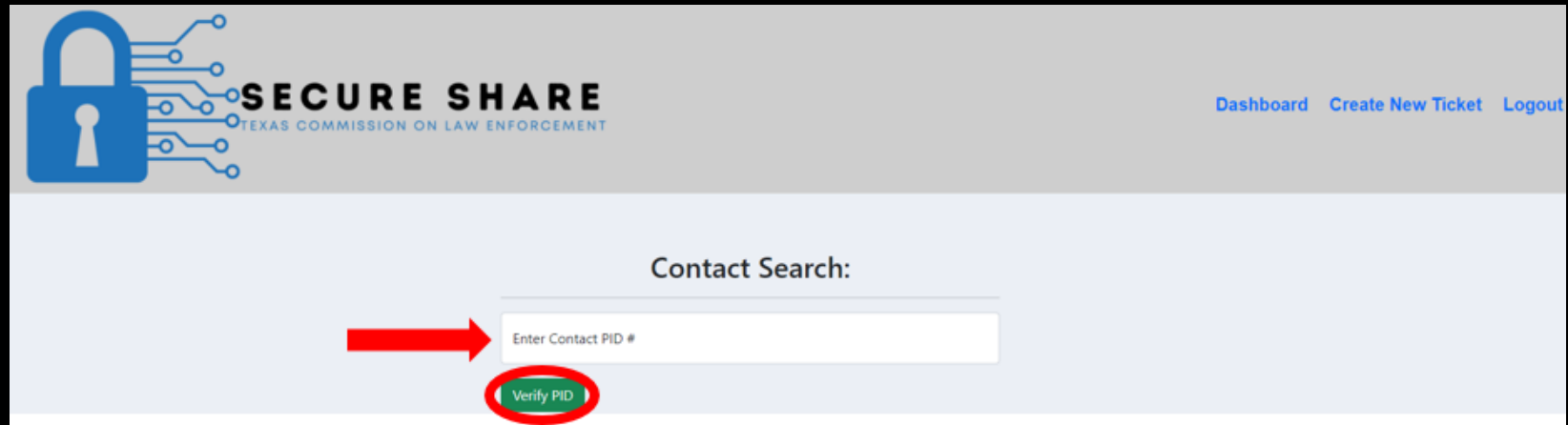
Applicant Information:

Applicant First Name

Applicant Last Name

Applicant PID #

Finish

Click 'Finish' to submit the request

HOW TO: REQUEST A PERSONNEL FILE

This popup will appear to let you know your request has been successfully submitted

Ticket Created
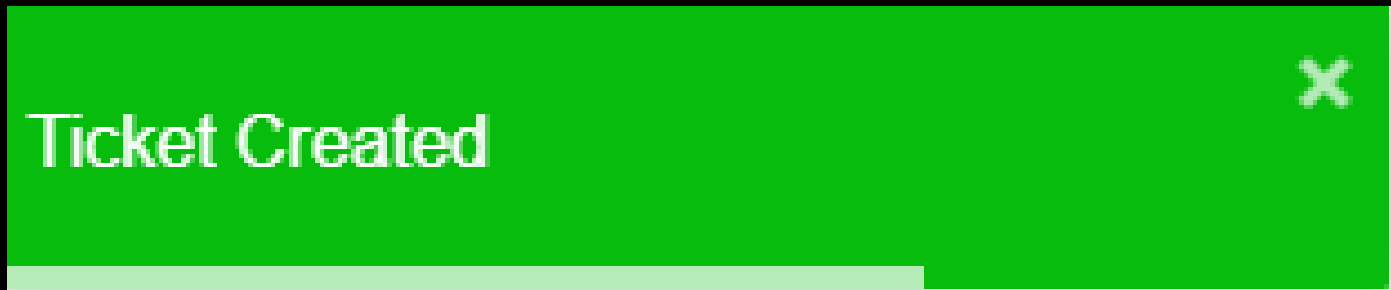
HOW TO: REQUEST A PERSONNEL FILE

If it is unsuccessful, here are the error popups you may receive:

Errors	Solutions
Tickets Failed to Load	Refresh your screen
Invalid Ticket Data	A number was entered where text needed to be, or text was entered where a number should be
PID Verification Failed	Refresh your screen

HOW TO: REQUEST A PERSONNEL FILE
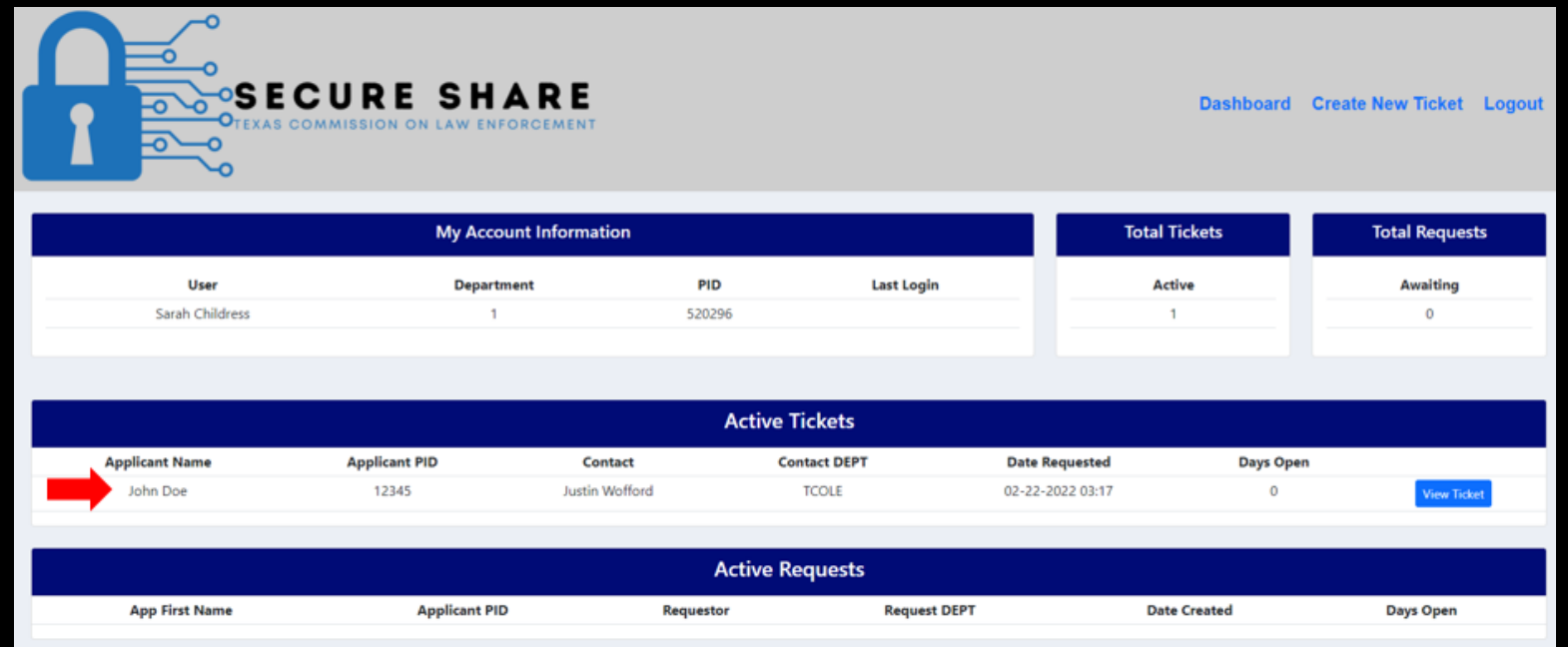
Click 'Dashboard' to return, click 'Create New Ticket' to request another personnel file, or click 'Logout' if you are finished with TSS

Dashboard   Create New Ticket   Logout

HOW TO: REQUEST A PERSONNEL FILE

If you return to your Dashboard, you can see the request in 'Active Tickets'

After receiving the email, navigate to TSS and log in:

https://secureshare.tcole.texas.gov
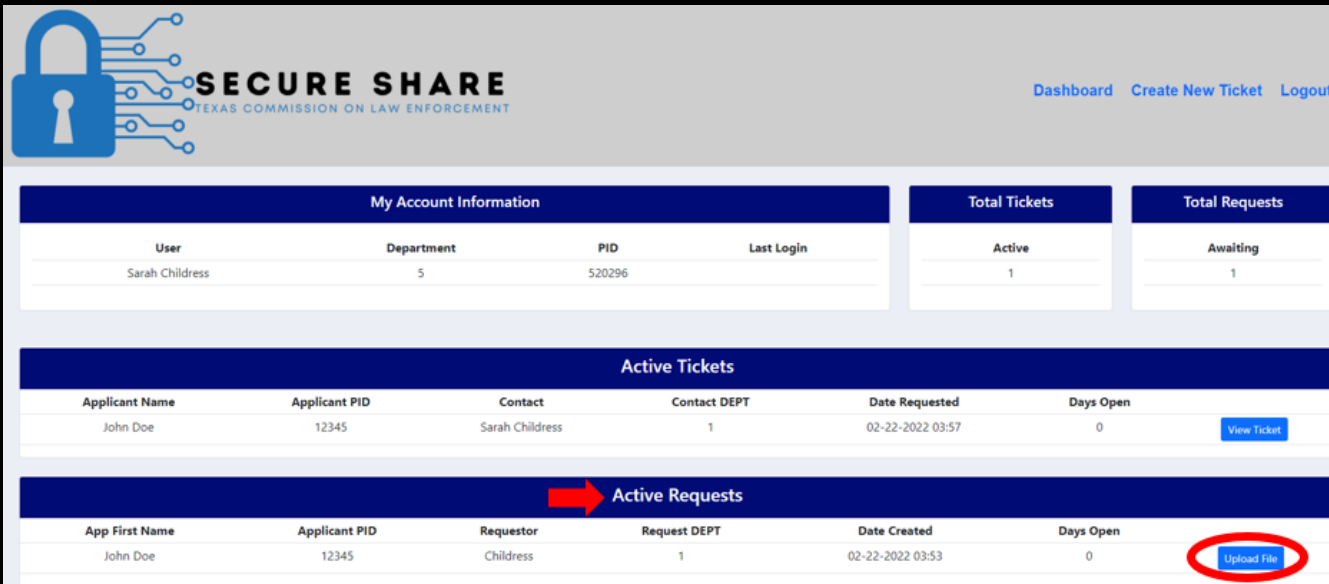
HOW TO: UPLOAD A PERSONNEL FILE

Click on 'Upload File' on the correct line under 'Active Requests' when you are ready to upload the personnel file

HOW TO: UPLOAD A PERSONNEL FILE
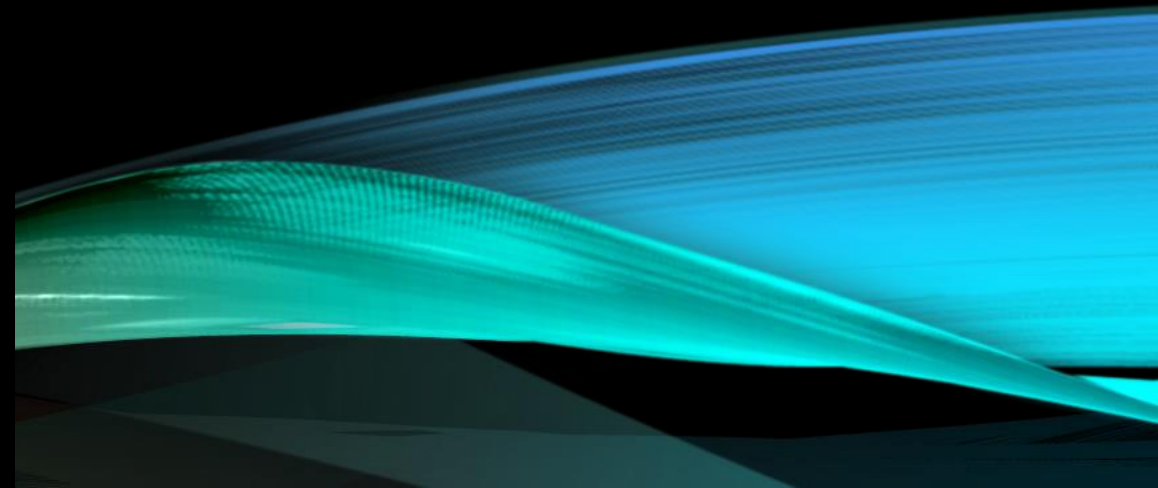
Click on 'Choose file' to browse for the personnel file
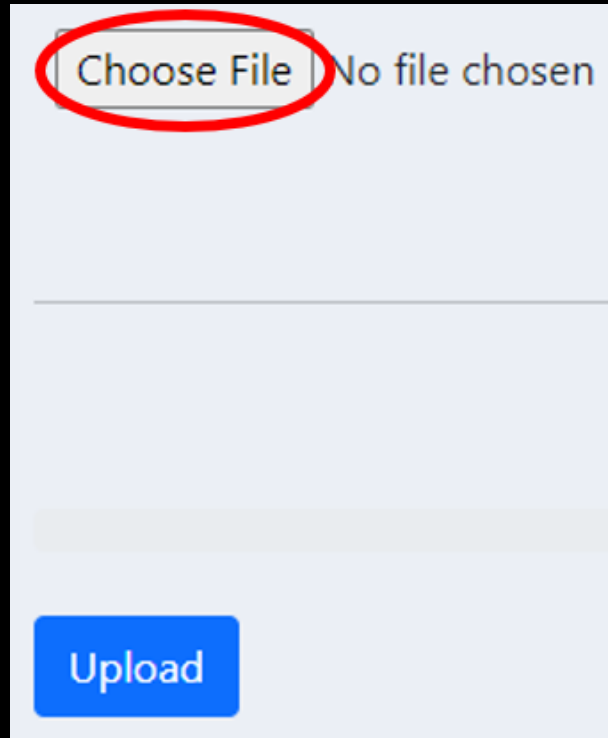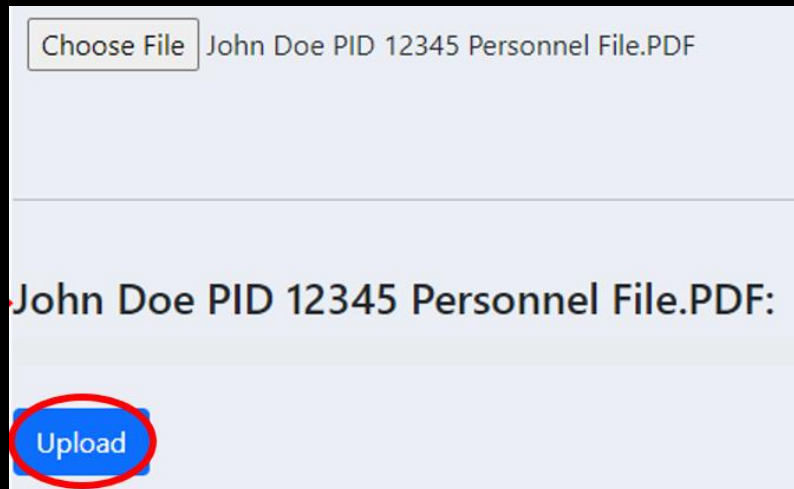

HOW TO: UPLOAD A PERSONNEL FILE

Navigate to the location where the personnel file is located, select it, and click 'Open'
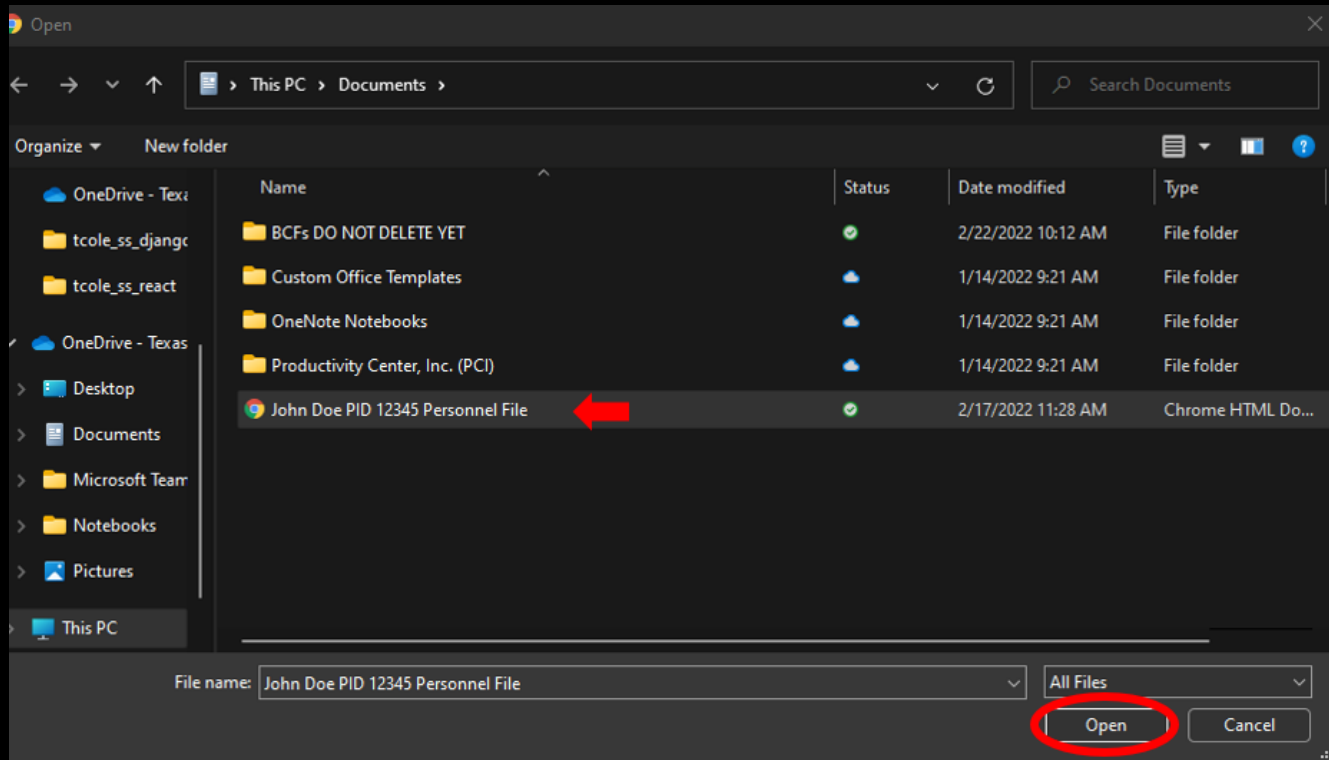
HOW TO: UPLOAD A PERSONNEL FILE

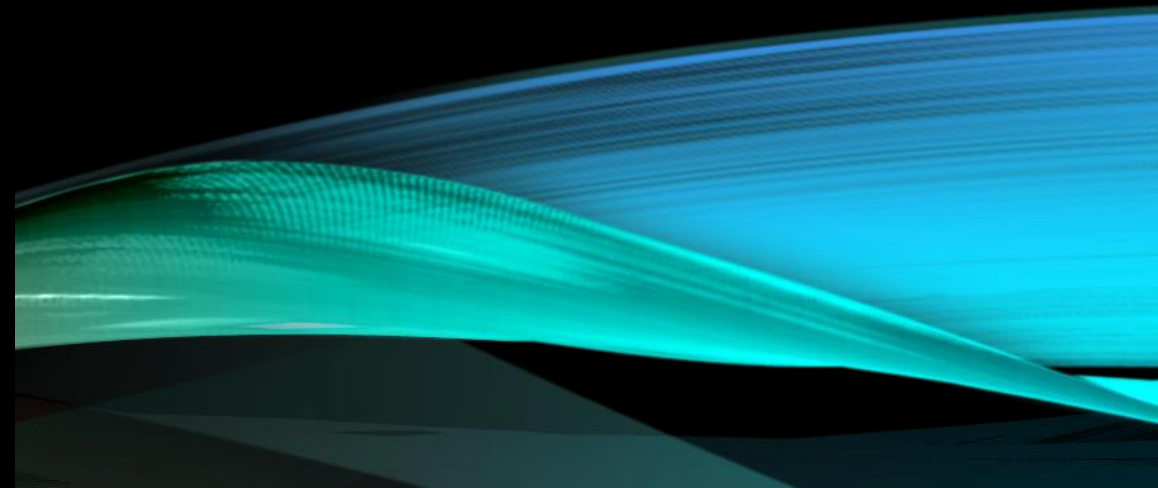Make sure you chose the correct file and then click 'Upload' to upload the file to TSS

HOW TO: UPLOAD A PERSONNEL FILE

There is a status bar to indicate the progress of the upload

John Doe PID 12345 Personnel File.PDF:

100%
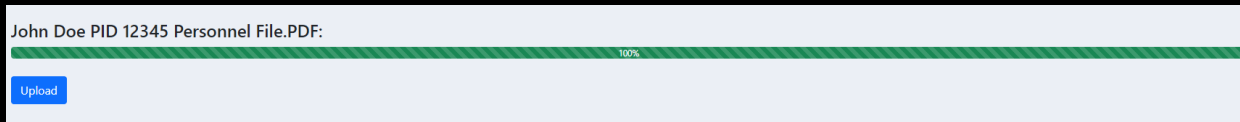
Upload

There will be the following message at the top of the page when it successfully uploads
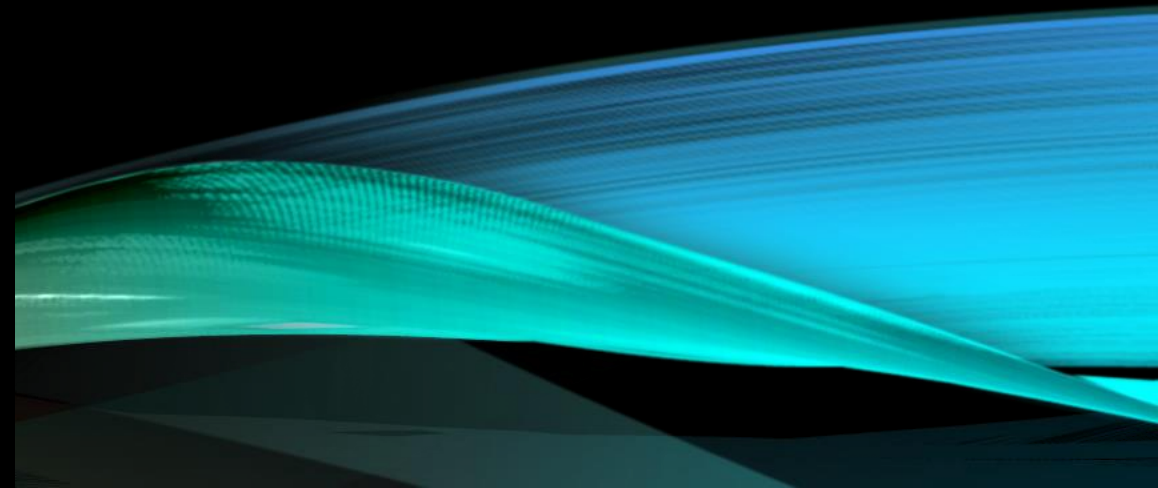
File Uploaded Successfully

HOW TO: UPLOAD A PERSONNEL FILE
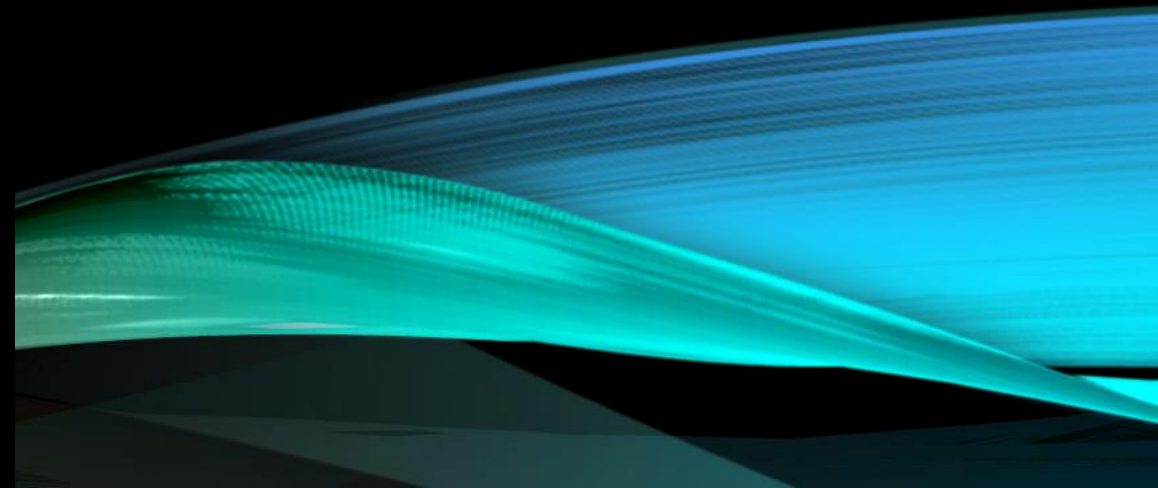
If the upload fails, you may receive the following error popup:

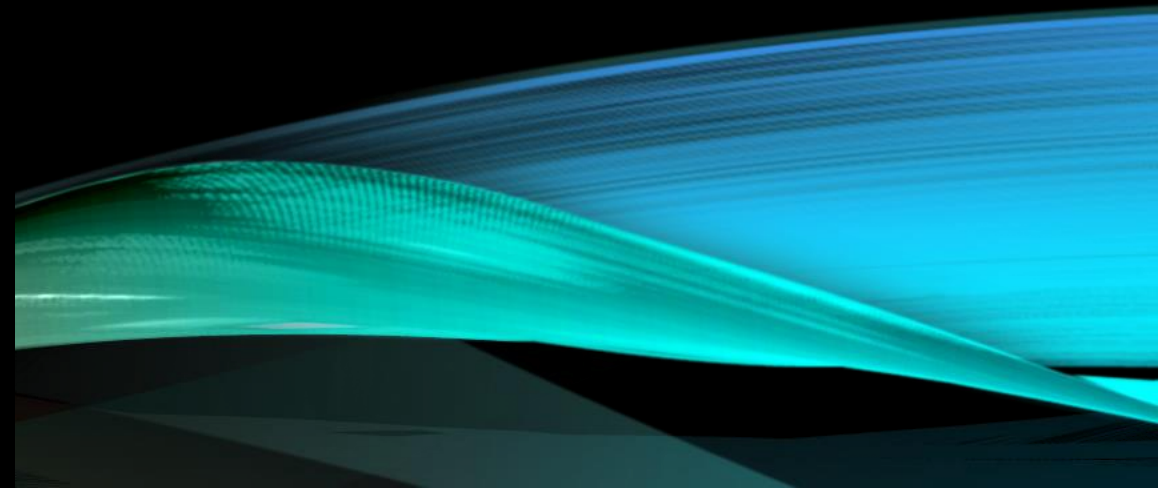**Valid Uploads Failed - Please contact TCOLE**

HOW TO: UPLOAD A PERSONNEL FILE

Click 'Dashboard' to return, click 'Create New Ticket' to request a personnel file, or click 'Logout' if you are finished with TSS
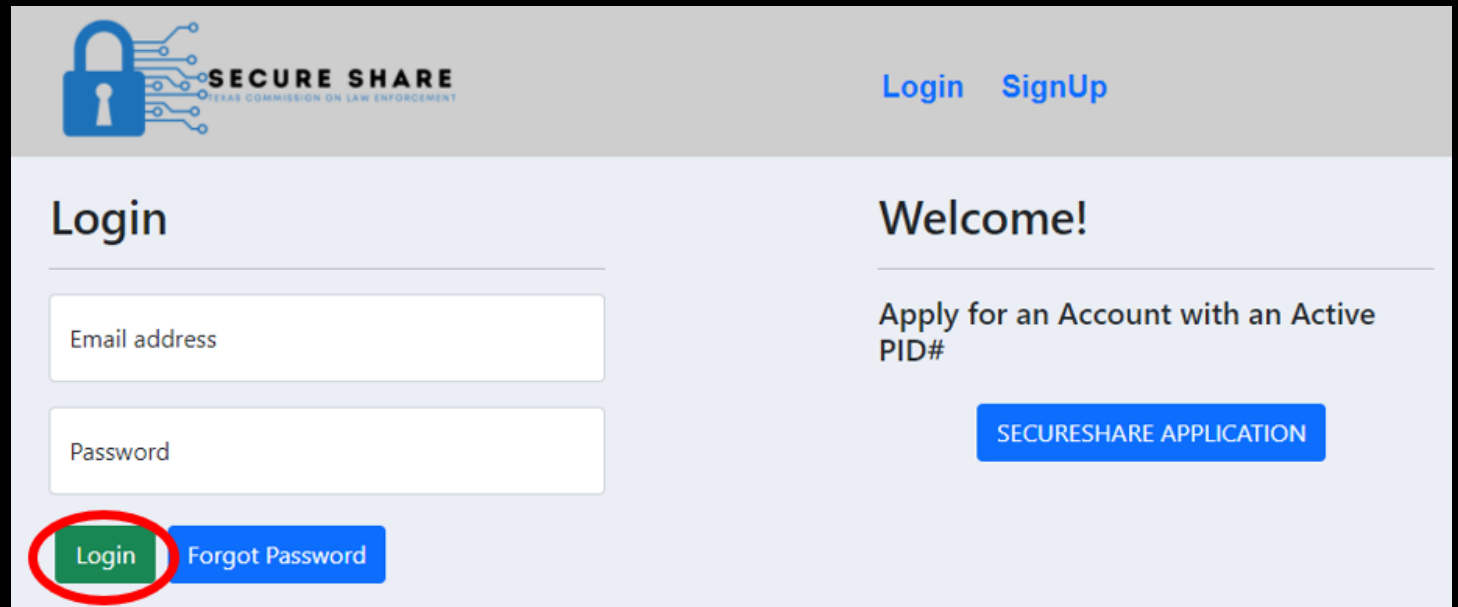
Dashboard   Create New Ticket   Logout

HOW TO: UPLOAD A PERSONNEL FILE

HOW TO: VIEW AN UPLOADED PERSONNEL FILE

Navigate to TCOLE Secure Share and log in:

https://secureshare.tcole.texas.gov

HOW TO: VIEW AN UPLOADED PERSONNEL FILE

Click on 'View Ticket' on the correct line under 'Active Tickets' when you are ready to view the personnel file

HOW TO: VIEW AN UPLOADED PERSONNEL FILE

If there is an error, you will see a popup that says:

Ticket Load Failed - Please contact TCOLE

FAQS

Do I need to turn in the BCF if there are no previous agencies this applicant worked for?

Yes, this form is required for all applicants who will be appointed on or after Jan. 1, 2022.

Do I turn in the BCF if I decide to not appoint this applicant?

No, there is no need for a BCF if you are not going to appoint the applicant.

Is this for peace officers only or does this need to be sent for jailers and telecommunicators?

This form is required for anyone who will be appointed with a TCOLE license under the hiring agency on or after Jan. 1, 2022, regardless of pay status or appointment

As the background investigator for my department, can I submit the BCF without the signature of my Agency's Chief Administrator?

The section regarding the Approving Agency's Chief Administrator is for the actual Chief Administrator's information, not the designee.

The designee can sign at the bottom.

How do I view the documents if they expire?

If you allowed the request to expire, you need to start over by creating a new ticket.

I was expecting an email to verify my email for a TSS account and never received it. What do I do?

Contact TCOLE Secure Share administrators by email or phone and we can assist you.

I contract out to retired/former officers who do the background investigation for all potential new appointments. Can they access TSS?

Yes, however the individual must possess a PID and be either appointed to the agency as a licensee OR added to your civilian non-licensed list.

I have a jailer I'm now going to also appoint as an officer. Do I need to submit the BCF?

If the person is currently appointed through your agency and has not had a break in service:
    You do NOT need to submit a BCF

If they are not currently appointed through your agency OR had a break in service:
    You DO need to submit a BCF

RESOURCES

RESOURCES

SB24: https://capitol.texas.gov/tlodocs/87R/billtext/html/SB00024F.htm

TCOLE Secure Share: https://secureshare.tcole.texas.gov

TCOLE Background Confirmation and TCOLE Secure Share: https://www.tcole.texas.gov/content/background-confirmation-and-tcole-secure-share-0

Texas Occupational Code: https://statutes.capitol.texas.gov/Docs/OC/pdf/OC.1701.pdf

RESOURCES

Timeline Reference Chart	
Approval of a TSS account	**72 hours**
Background Provider: document upload deadline	**10 calendar days**
Background Investigator: document view till expiration	**14 calendar days**
Background Investigator: document once viewed till expiration	**72 hours**

Q&A

What questions do you have for us?

TCOLE Secure Share Contact:

secureshare@tcole.texas.gov

512-936-7700 (Option 3 and then Option 2)

THANK YOU!