

# 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

Jessica Capraro – IT Manager

Justin Wofford – TSS application developer

Sarah Childress – IT Support Specialist

Melissa Jansky – IT Support Specialist

# AGENDA



Introduction



How to Guides for  
TCOLE Secure  
Share



FAQs



Resources



Q&A

The background features a dark, almost black, space. In the lower-left corner, there are vibrant, flowing, translucent red shapes that resemble liquid or smoke. In the lower-right corner, there are similar flowing shapes in shades of cyan and blue. A thin, vertical white line is positioned on the left side of the frame, extending from the top towards the middle. The word "INTRODUCTION" is centered in the upper half of the image, written in a clean, white, sans-serif font.

# INTRODUCTION

# DEFINITIONS

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

# DEFINITIONS

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

# 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.



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)

Criminal  
History

Employment  
application

Termination  
reports

Service  
records

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



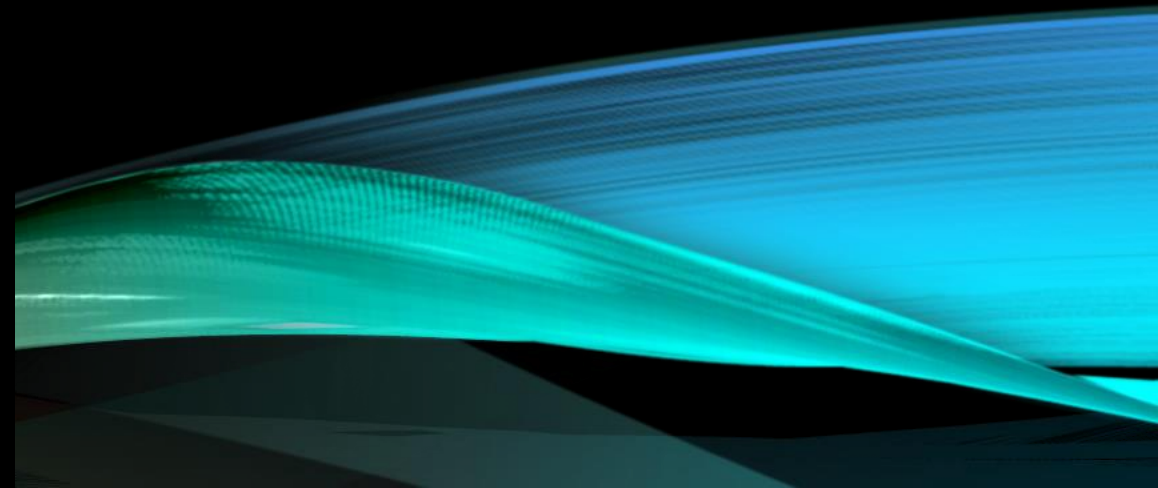
# FLOW CHART – BACKGROUND REQUESTOR

**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**

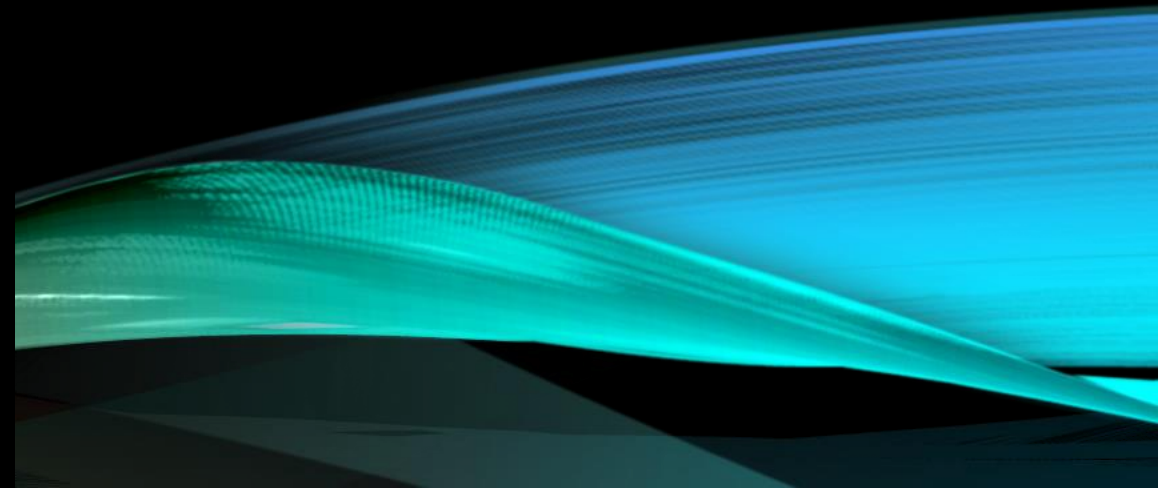
**Visit former agencies, review personnel documents**

**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

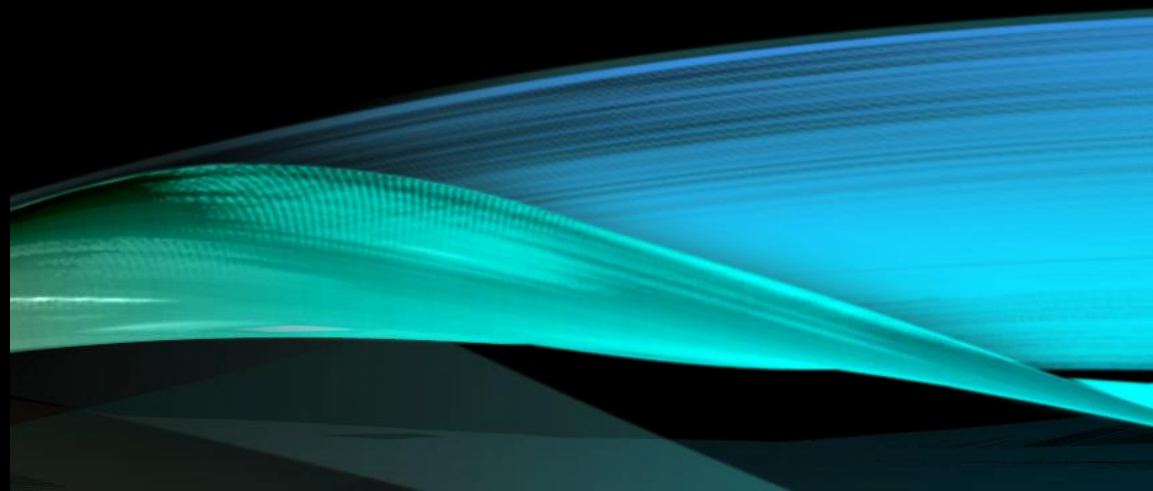
Finished!

# FLOW CHART – BACKGROUND REQUESTOR





# FLOW CHART – BACKGROUND PROVIDER



Contacted  
about a  
former  
employee

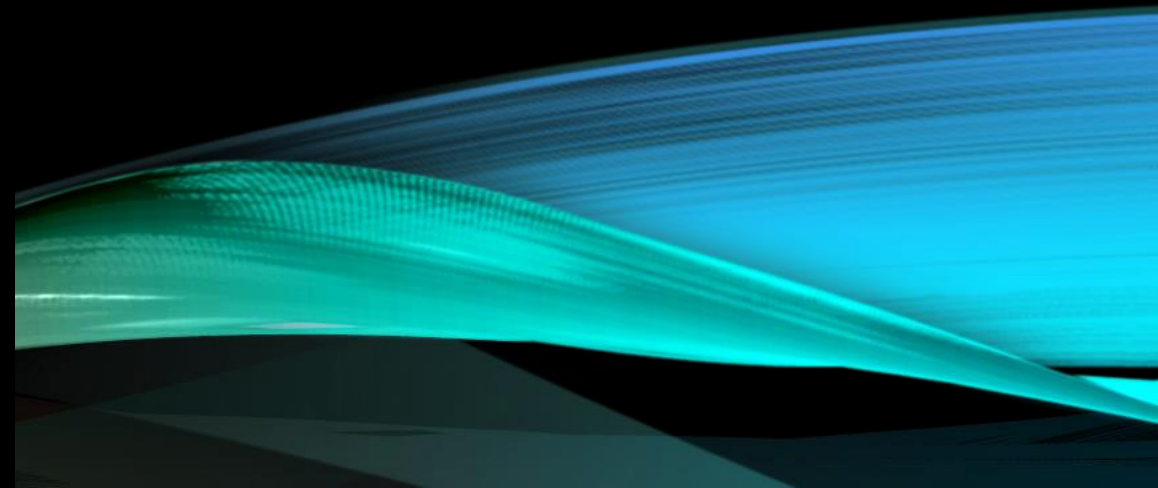
Provide your  
name, PID,  
and work  
email

Do you have  
the  
personnel  
file?

Yes

No

# FLOW CHART – BACKGROUND PROVIDER



Do you have  
the personnel  
file?

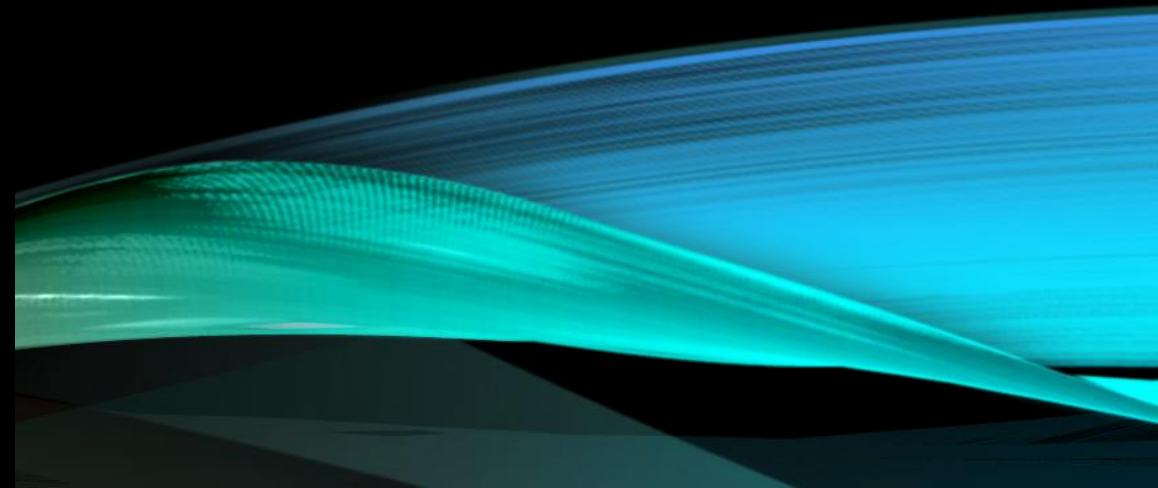
Yes

Receives  
email request  
from TSS

Uploads the  
document(s)

Finished!

# FLOW CHART – BACKGROUND PROVIDER



Do you have the personnel file?

No

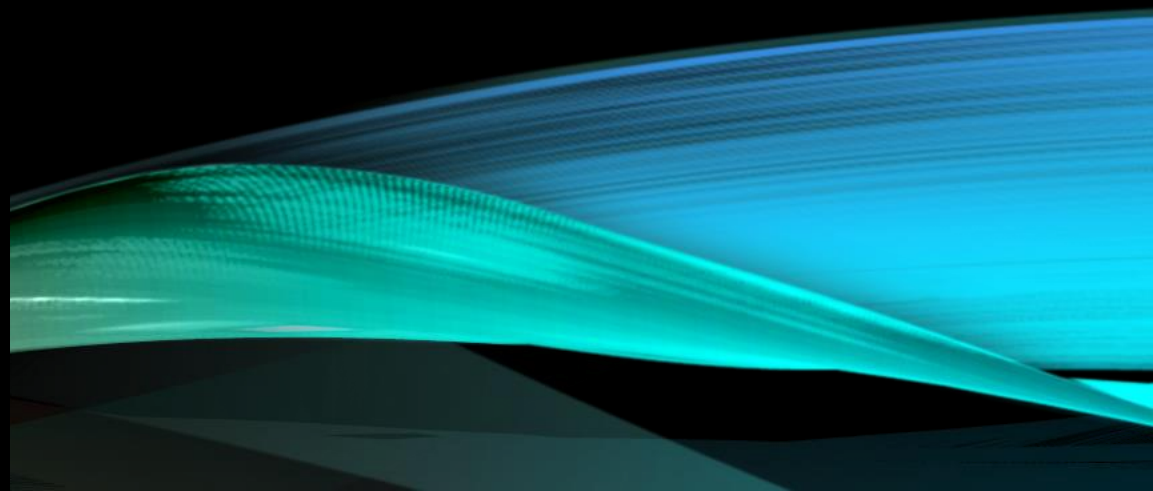
Receives email request form TSS

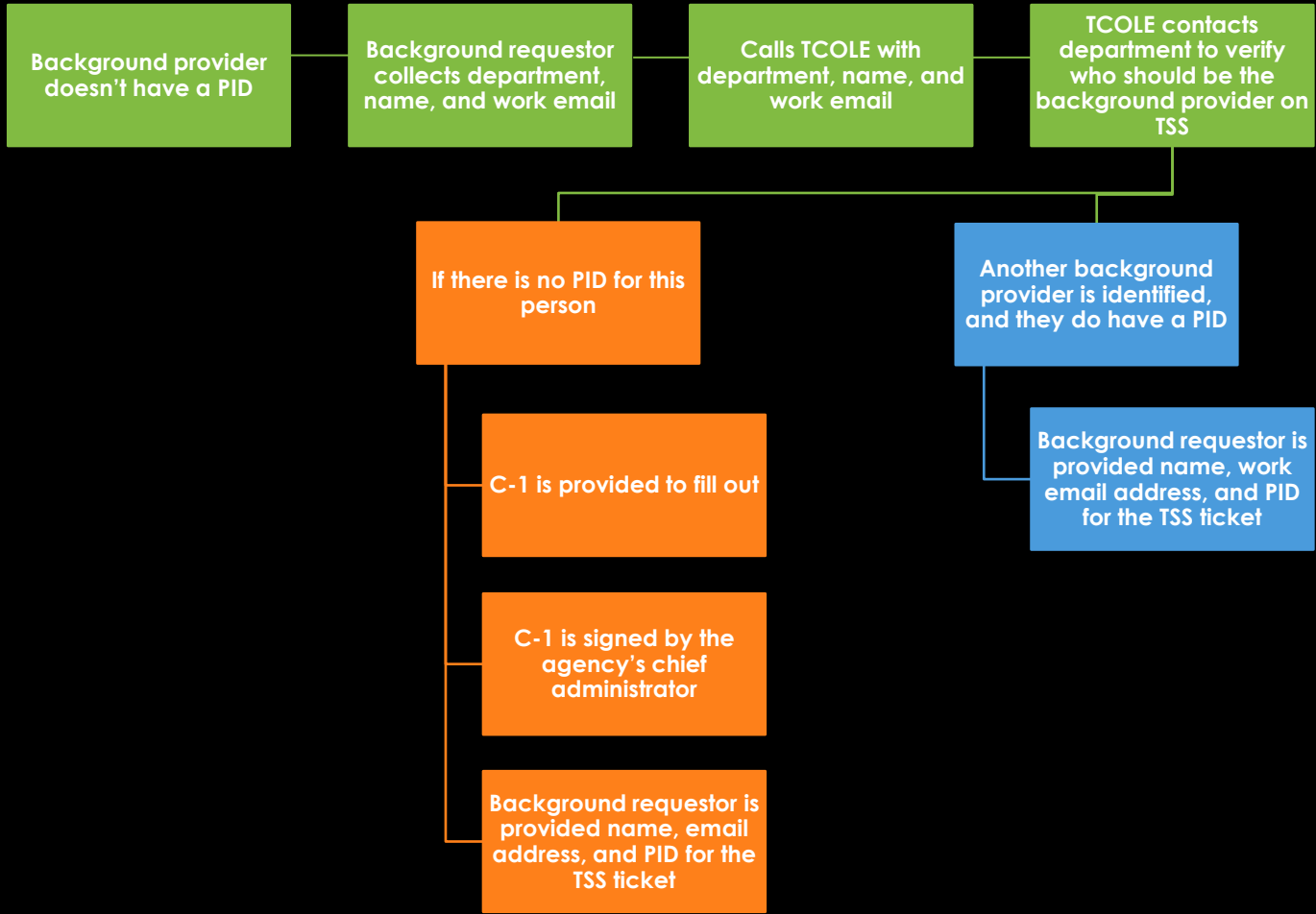
Prepare a letter on agency letterhead explaining why

Upload letter

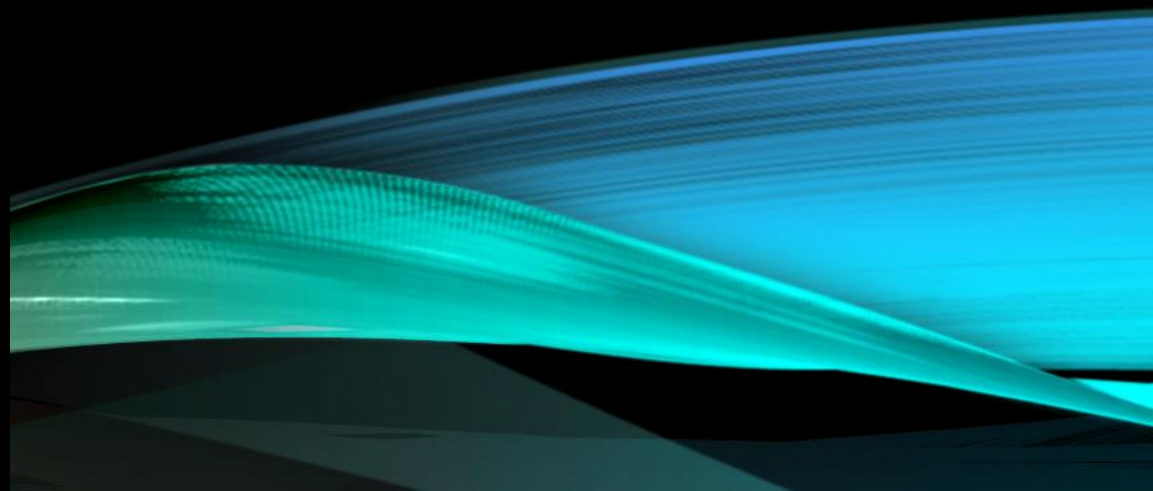
Finished!

# FLOW CHART – BACKGROUND PROVIDER





# FLOW CHART – C-1 PROCESS



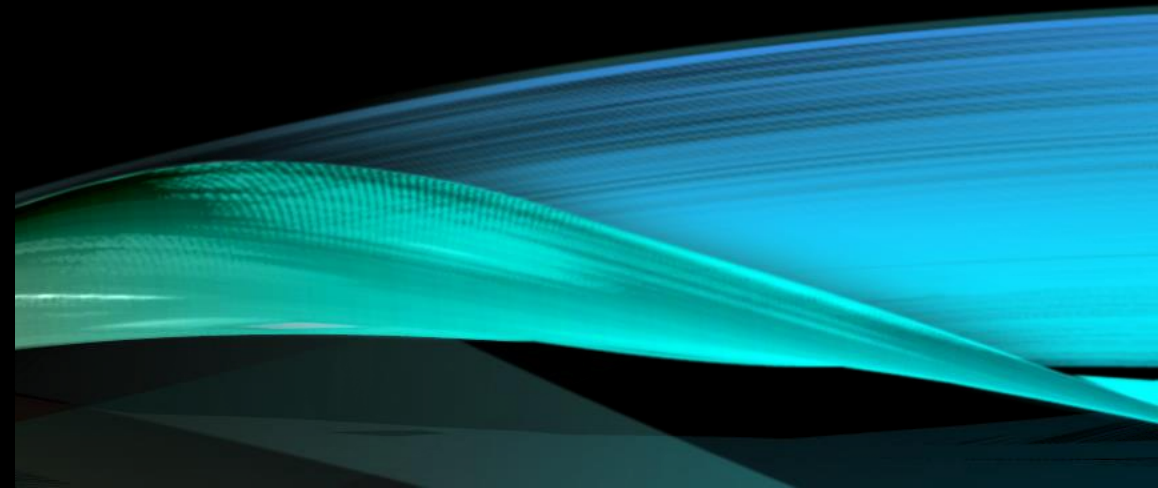
Background provider doesn't have a PID

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



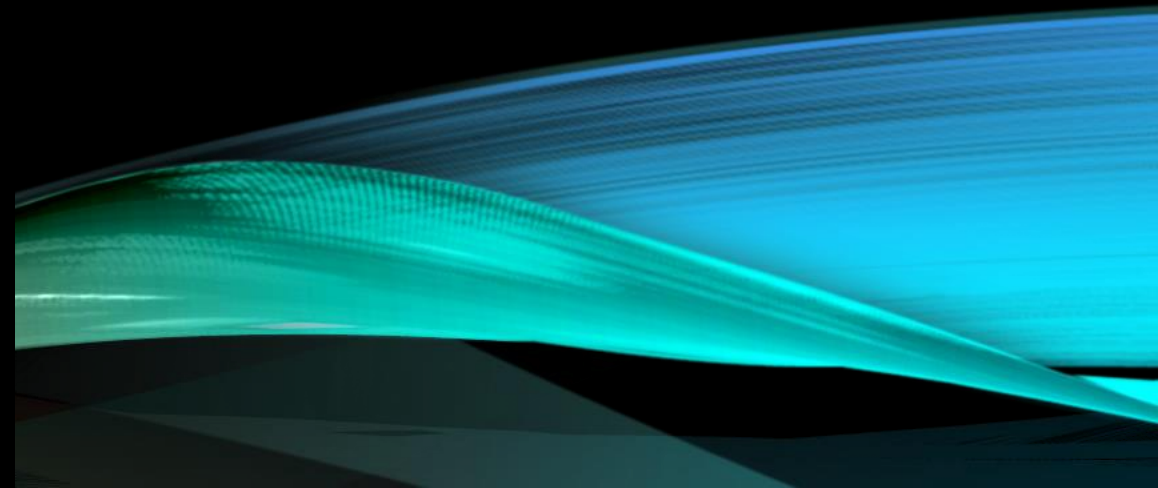
If there is no PID for this person

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

# FLOW CHART – C-1 PROCESS





**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**

**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 **emailed to** [secureshare@tcole.texas.gov](mailto:secureshare@tcole.texas.gov)

**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**

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

**Approving Chief Administrator**

18. Last Name	19. First Name	20. TCOLE PID
---------------	----------------	---------------

**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 <i>list former law enforcement departments below</i>	23. Personnel Documents Reviewed:		24. If background personnel documents were not reviewed in person or electronically via TSS, please indicate the reason:				
	TCOLE Secure Share (TSS)	In-Person	Request denied/Failed to respond	Did not attempt	Request expired/technical issue	Documents not legible	Other: explain
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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

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

# BACKGROUND CONFIRMATION FORM

# LOCATION OF THE BCF

2<sup>nd</sup> page of the F5-R from TCLEDDDS

**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 emailed to  
[seureshare@tcole.texas.gov](mailto:seureshare@tcole.texas.gov)

# FILLING OUT THE BCF

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		

# FILLING OUT THE BCF

Background Investigation Conducted by:

<b><u>Background Investigation Conducted by</u></b>				
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
---------------	----------------	---------------

# FILLING OUT THE BCF

## Former Law Enforcement Agencies

<b>Former Law Enforcement Agencies</b>							
21. Does the applicant listed above hold a TCOLE license? <i>(This applicant has an active or inactive license as a peace officer, jailer, or telecommunicator in the State of Texas)</i>				<input type="checkbox"/> YES – This applicant has held a TCOLE License (If yes, proceed to 22) <input type="checkbox"/> NO – This is a new TX Licensee (If no, skip to signature block)			
22. Former Law Enforcement Agencies  <i>list former law enforcement departments below</i>	23. Personnel Documents Reviewed:		24. If background personnel documents were not reviewed in person or electronically via TSS, please indicate the reason:				
	TCOLE Secure Share (TSS)	In-Person	Request denied/ Failed to respond	Did not attempt	Request expired/ technical issue	Documents not legible	Other: explain
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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



# FILLING OUT THE BCF

## 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.

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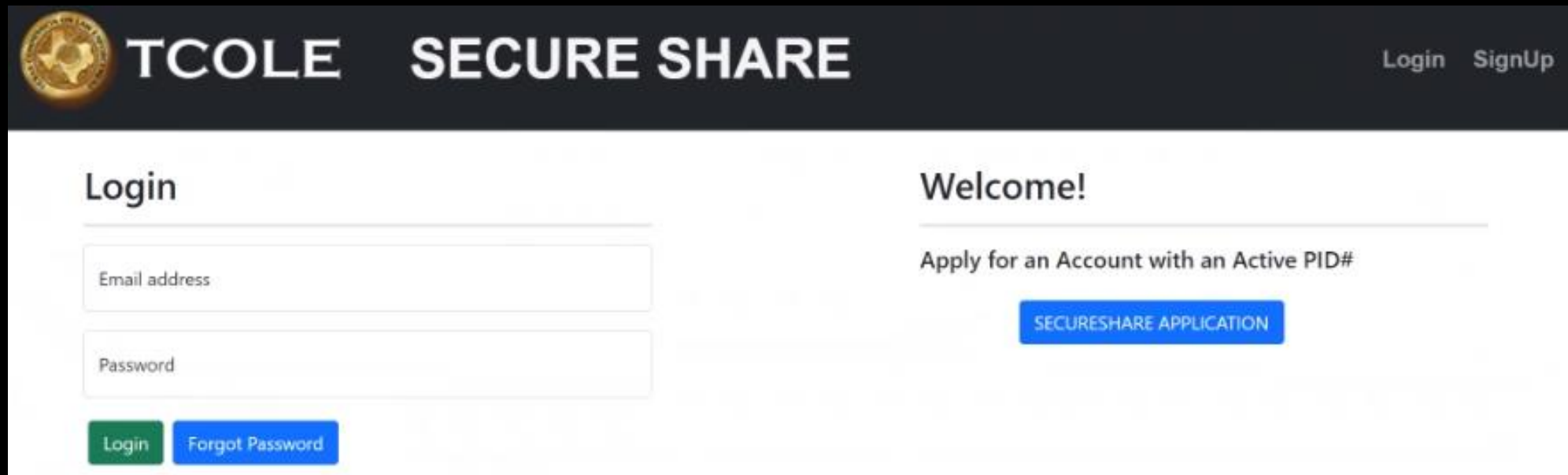
Signature of Chief Administrator or Designee

---

Date

# LOCATION OF TSS

<https://seureshare.tcole.texas.gov>



The screenshot shows the top navigation bar with the TCOLE logo on the left, the text "TCOLE SECURE SHARE" in the center, and "Login" and "SignUp" links on the right. Below the navigation bar, the page is split into two columns. The left column is titled "Login" and contains two input fields: "Email address" and "Password". Below these fields are two buttons: a green "Login" button and a blue "Forgot Password" button. The right column is titled "Welcome!" and contains the text "Apply for an Account with an Active PID#" followed by a blue button labeled "SECURESHARE APPLICATION".



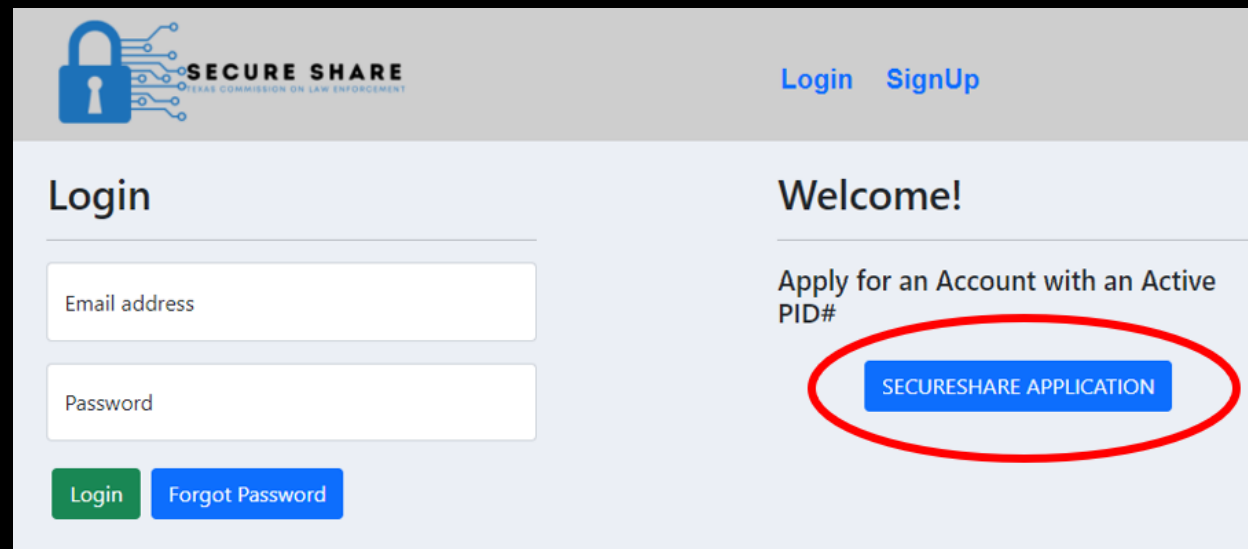
HOW TO GUIDES  
FOR TCOLE SECURE  
SHARE

# HOW TO: APPLY FOR A TSS ACCOUNT

Navigate to TSS:

<https://seureshare.tcole.texas.gov>

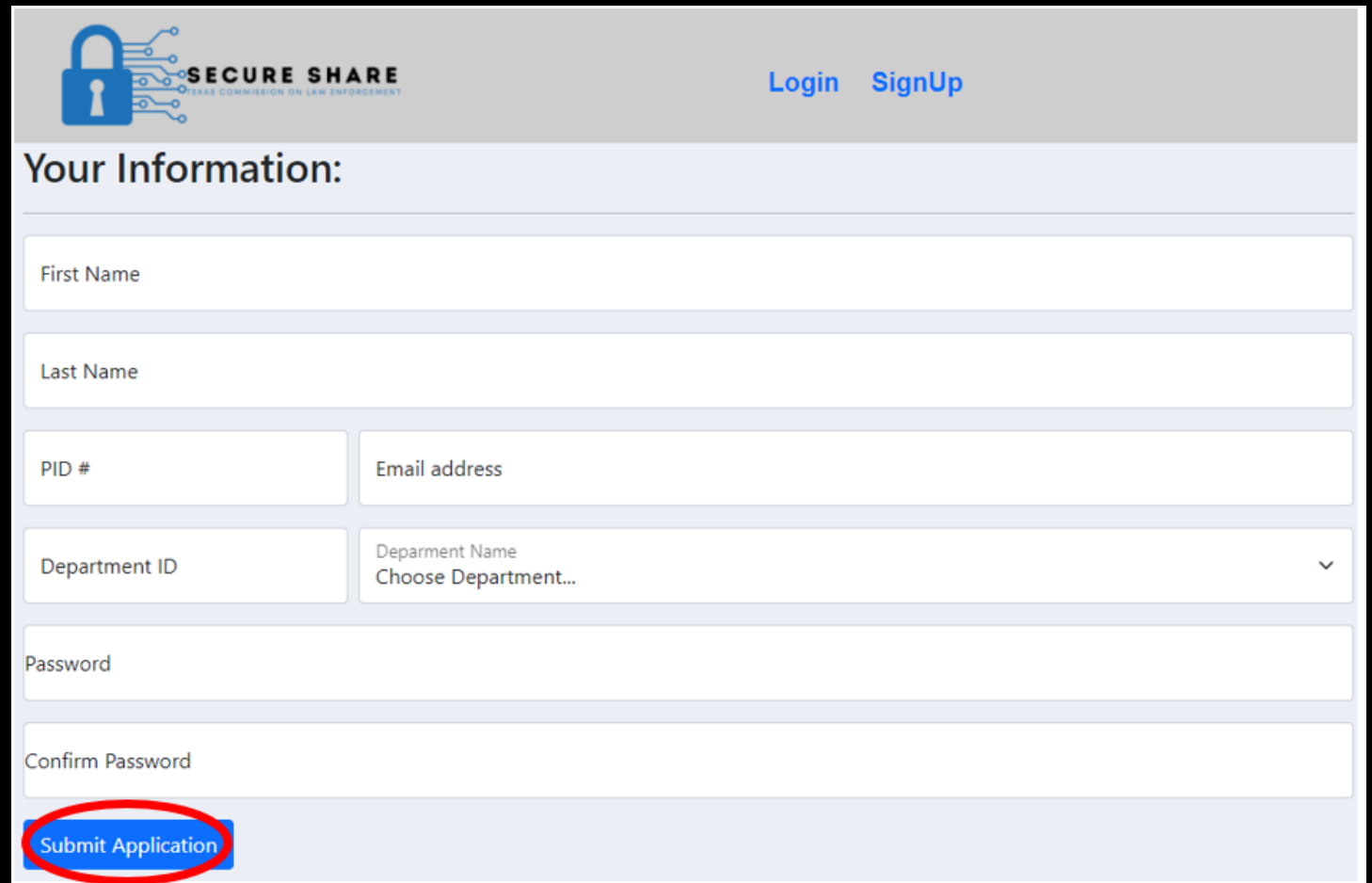
Click 'SecureShare Application'



The screenshot shows the SecureShare application page. At the top left is the logo for SECURE SHARE, TEXAS COMMISSION ON LAW ENFORCEMENT, featuring a blue padlock icon with circuit lines. To the right of the logo are links for 'Login' and 'SignUp'. Below the logo is a 'Login' section with two input fields: 'Email address' and 'Password'. Below these fields are two buttons: a green 'Login' button and a blue 'Forgot Password' button. To the right of the login section is a 'Welcome!' section with the text 'Apply for an Account with an Active PID#'. Below this text is a blue button labeled 'SECURESHARE APPLICATION', which is circled in red.

# HOW TO: APPLY FOR A TSS ACCOUNT

Fill in the requested information and click 'Submit Application'



The screenshot shows a web form for creating a TSS account. At the top left is the 'SECURE SHARE' logo with a padlock icon and the text 'TEXAS COMMISSION ON LAW ENFORCEMENT'. To the right are 'Login' and 'SignUp' links. The form is titled 'Your Information:' and contains several input fields: 'First Name', 'Last Name', 'PID #' (with a small 'x' icon), 'Email address', 'Department ID', 'Department Name' (a dropdown menu with 'Choose Department...' selected), 'Password', and 'Confirm Password'. A blue 'Submit Application' button is located at the bottom left and is circled in red.

**SECURE SHARE**  
TEXAS COMMISSION ON LAW ENFORCEMENT

[Login](#) [SignUp](#)

**Your Information:**

First Name

Last Name

PID #

Email address

Department ID

Department Name  
Choose Department...

Password

Confirm Password

[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:

A green rectangular popup with a white border and a close button (X) in the top right corner. The text inside is white and reads: "Successfully Created Account. Check Email for Account Activation Link."

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:

A red rectangular popup with a white border and a close button (X) in the top right corner. The text inside is white and reads: "Application Failed - Please contact TCOLE".

Application Failed - Please contact  
TCOLE

# HOW TO: APPLY FOR A TSS ACCOUNT

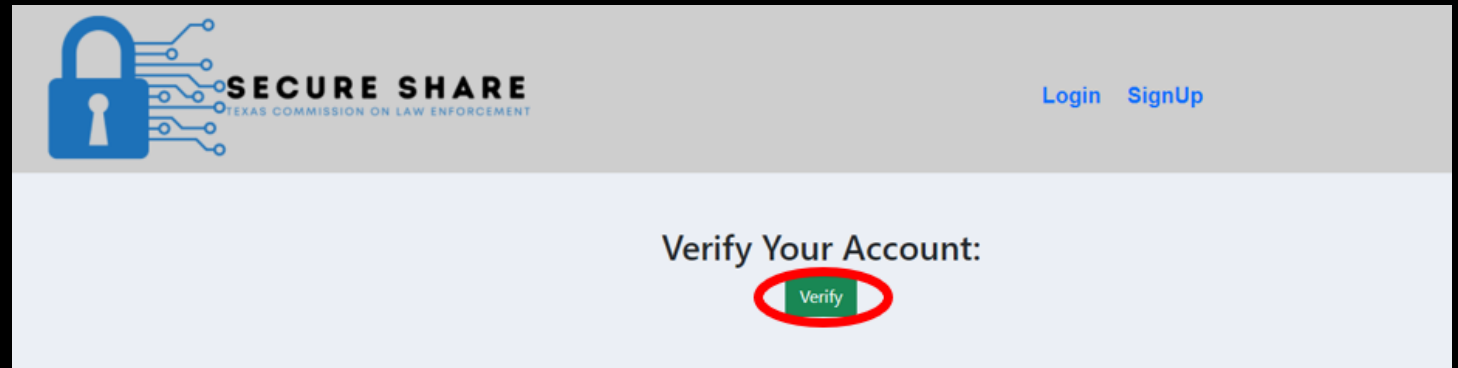
Other popups you may receive during the application process if something goes wrong:

Errors	Solution
<b>Department ID &amp; PID already assigned to an Account - Try Login</b>	An account with that combination already exists; request password change to recover your account
<b>Application Failed - Please contact TCOLE</b>	Refresh your screen
<b>User already activated</b>	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.

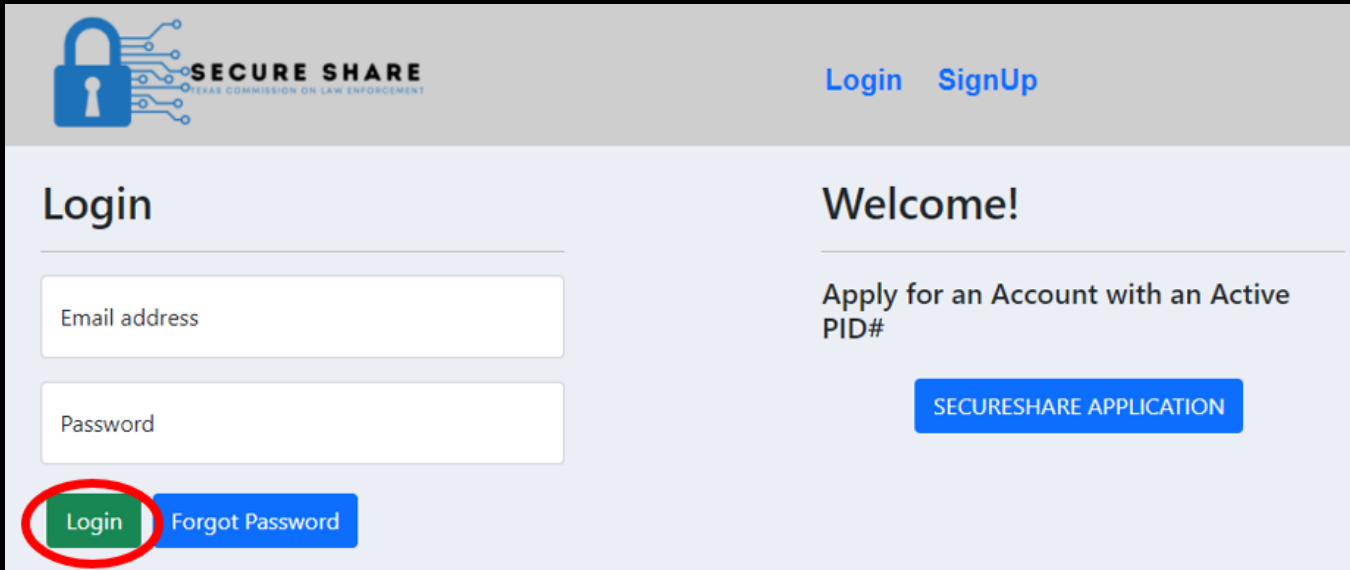
# HOW TO: APPLY FOR A TSS ACCOUNT

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://seureshare.tcole.texas.gov>



**SECURE SHARE**  
TEXAS COMMISSION ON LAW ENFORCEMENT

[Login](#) [SignUp](#)

### Login

Email address

Password

[Login](#) [Forgot Password](#)

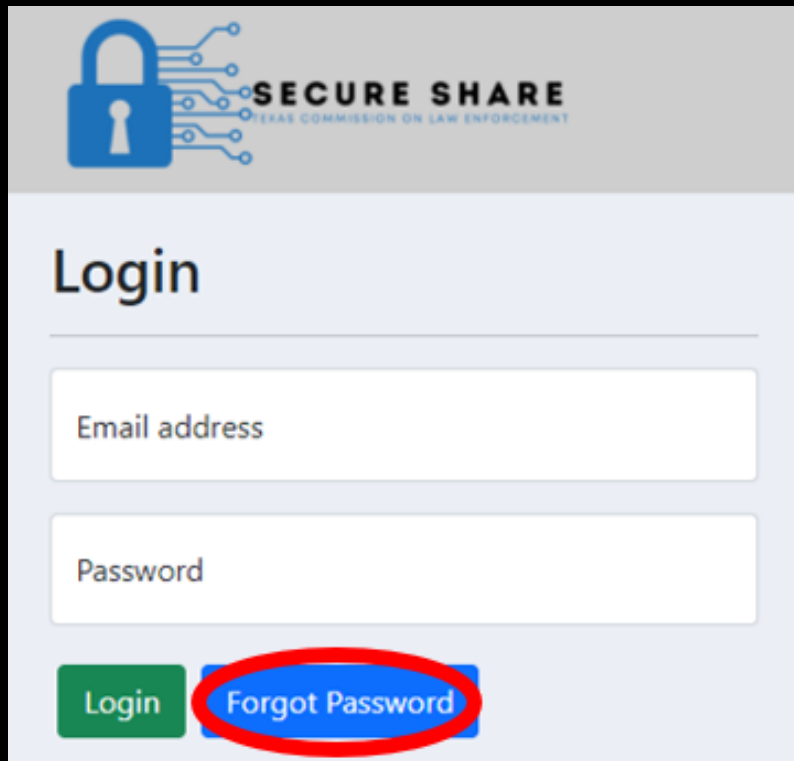
### Welcome!

Apply for an Account with an Active PID#

[SECURESHARE APPLICATION](#)

# HOW TO: LOG IN TO TSS

On the login page, click 'Forgot Password'



**SECURE SHARE**  
TEXAS COMMISSION ON LAW ENFORCEMENT

## Login

[Login](#) [Forgot Password](#)

# HOW TO: LOG IN TO TSS

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

Errors	Solutions
<b>User Load Failed</b>	Refresh your screen
<b>Authentication Failed</b>	Contact TCOLE Secure Share Administrators
<b>Refresh Token Failed</b>	Refresh your screen
<b>Invalid Login Credentials</b>	Invalid email or password was entered
<b>Not a registered email address</b>	An incorrect email address was entered
<b>Password Reset Confirmation Failed</b>	Contact TCOLE Secure Share Administrators

# HOW TO: LOG IN TO TSS

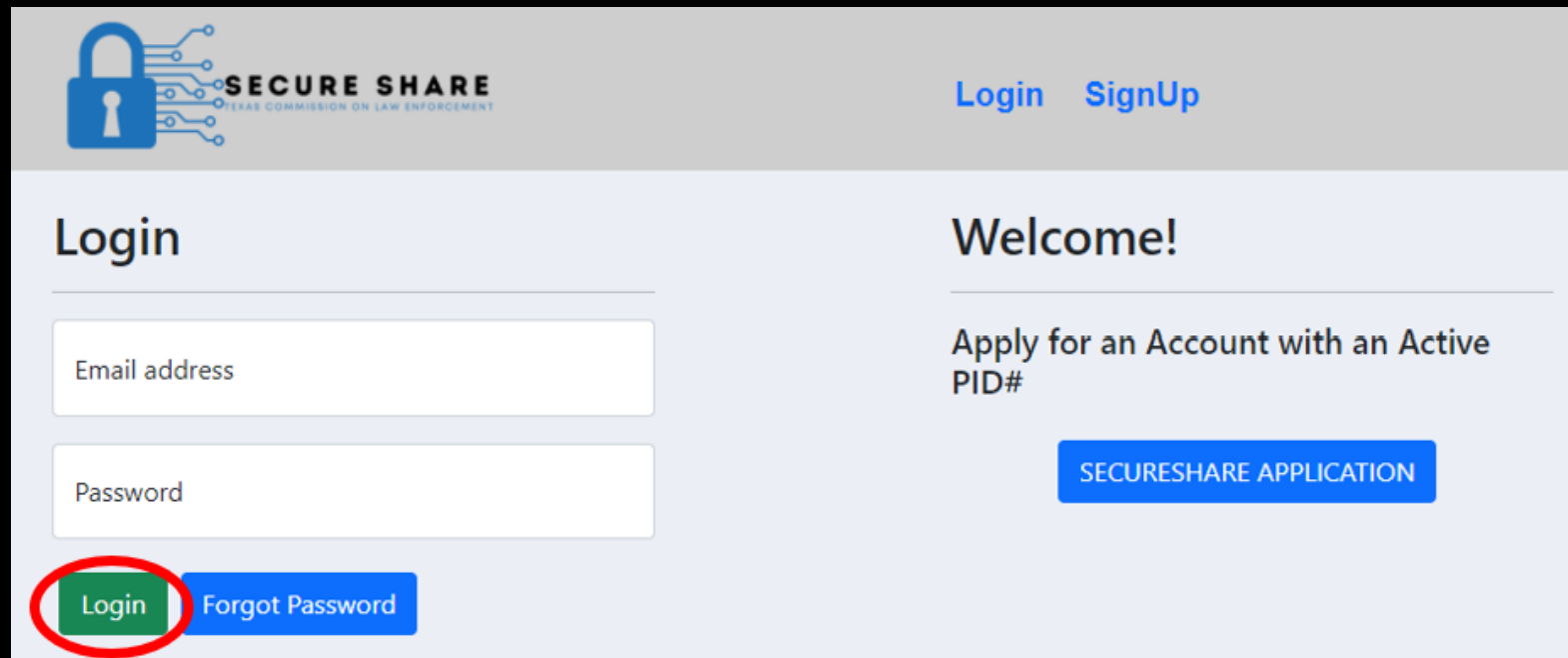





# HOW TO: REQUEST A PERSONNEL FILE

Log in to TSS:

<https://seureshare.tcole.texas.gov>



 **SECURE SHARE**  
TEXAS COMMISSION ON LAW ENFORCEMENT

[Login](#) [SignUp](#)

## Login

Email address

Password

[Login](#) [Forgot Password](#)


## Welcome!

Apply for an Account with an Active PID#

[SECURESHARE APPLICATION](#)

# HOW TO: REQUEST A PERSONNEL FILE

Click on 'Create New Ticket'



**SECURE SHARE**  
TEXAS COMMISSION ON LAW ENFORCEMENT

Dashboard **Create New Ticket** Logout

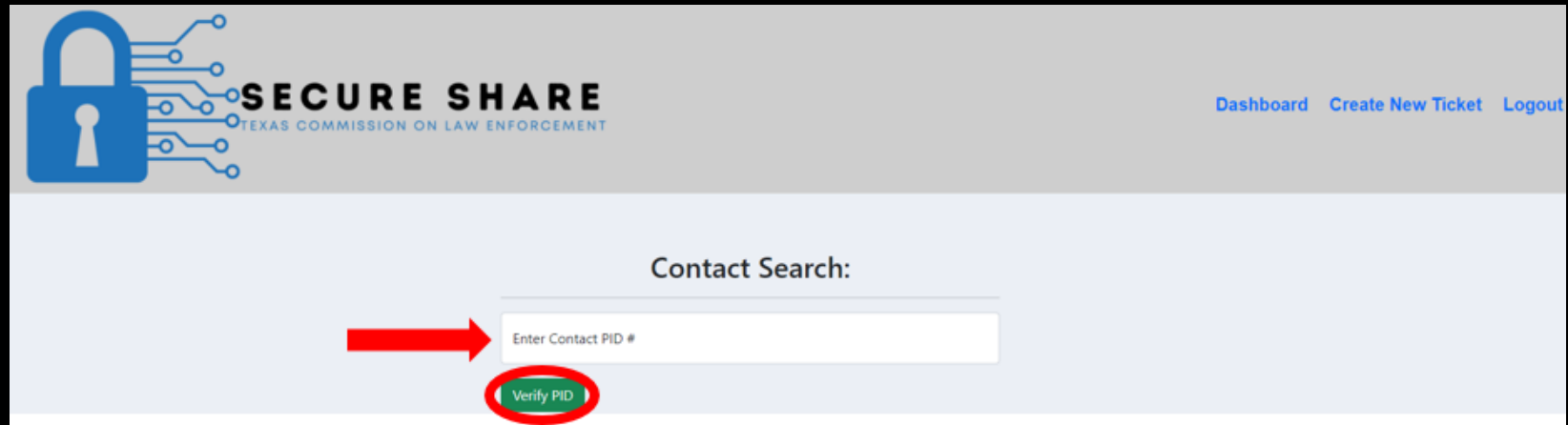
My Account Information				Total Tickets	Total Requests
User	Department	PID	Last Login	Active	Awaiting
Sarah Childress	1	520296		0	0

Active Tickets					
Applicant Name	Applicant PID	Contact	Contact DEPT	Date Requested	Days Open

Active Requests					
App First Name	Applicant PID	Requestor	Request DEPT	Date Created	Days Open

# HOW TO: REQUEST A PERSONNEL FILE

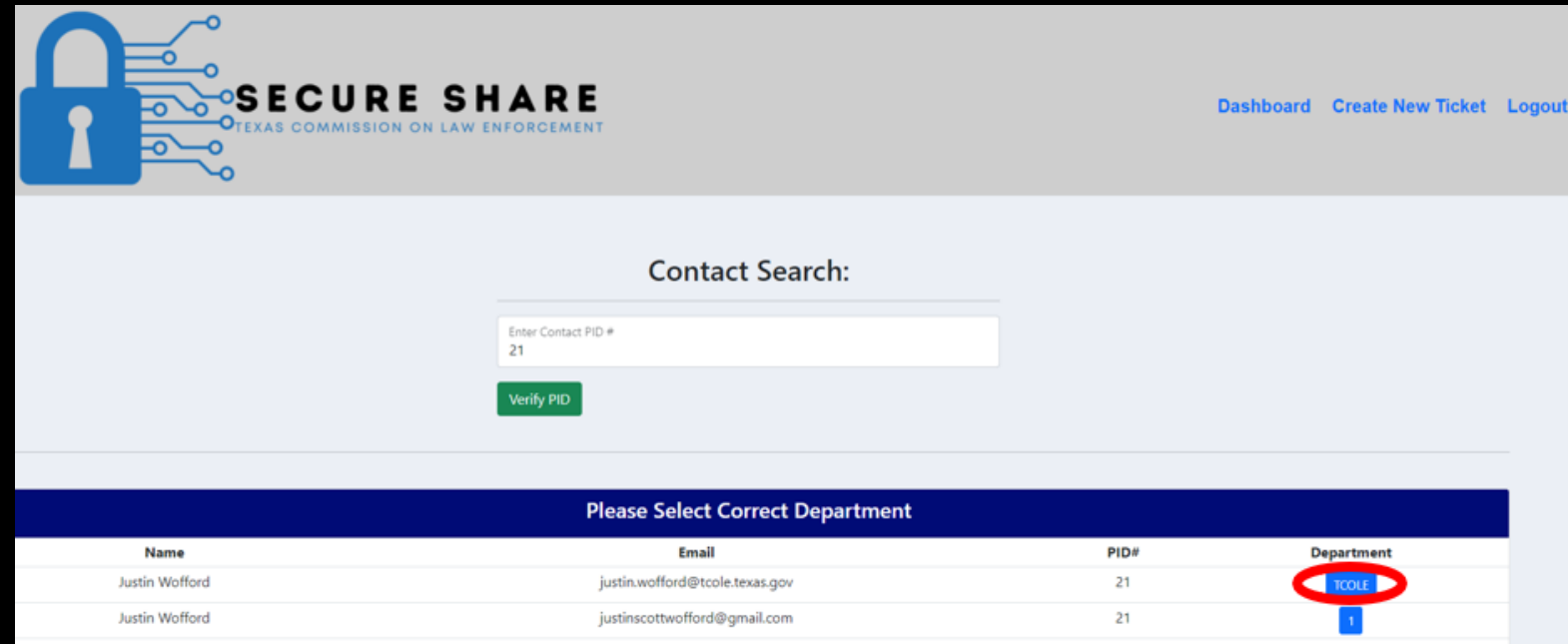
Enter the PID of the contact at the responding agency and click 'Verify PID'



The screenshot displays the 'SECURE SHARE' web application interface for the 'TEXAS COMMISSION ON LAW ENFORCEMENT'. The header includes a logo with a padlock and circuit lines, the text 'SECURE SHARE' and 'TEXAS COMMISSION ON LAW ENFORCEMENT', and navigation links for 'Dashboard', 'Create New Ticket', and 'Logout'. The main content area is titled 'Contact Search:' and features a text input field labeled 'Enter Contact PID #'. A red arrow points to this input field. Below the input field is a green button labeled 'Verify PID', which is circled in red.

# HOW TO: REQUEST A PERSONNEL FILE

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



**SECURE SHARE**  
TEXAS COMMISSION ON LAW ENFORCEMENT

Dashboard Create New Ticket Logout

Contact Search:

Enter Contact PID #  
21

Verify PID

Please Select Correct Department

Name	Email	PID#	Department
Justin Wofford	justin.wofford@tcole.texas.gov	21	TCOLE
Justin Wofford	justin.scottwofford@gmail.com	21	1

# 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

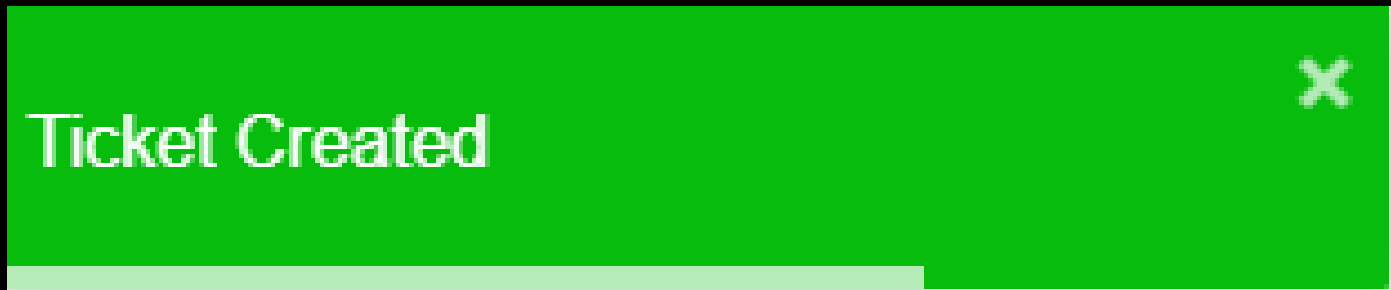
Applicant PID #

**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



# HOW TO: REQUEST A PERSONNEL FILE


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

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



# HOW TO: REQUEST A PERSONNEL FILE

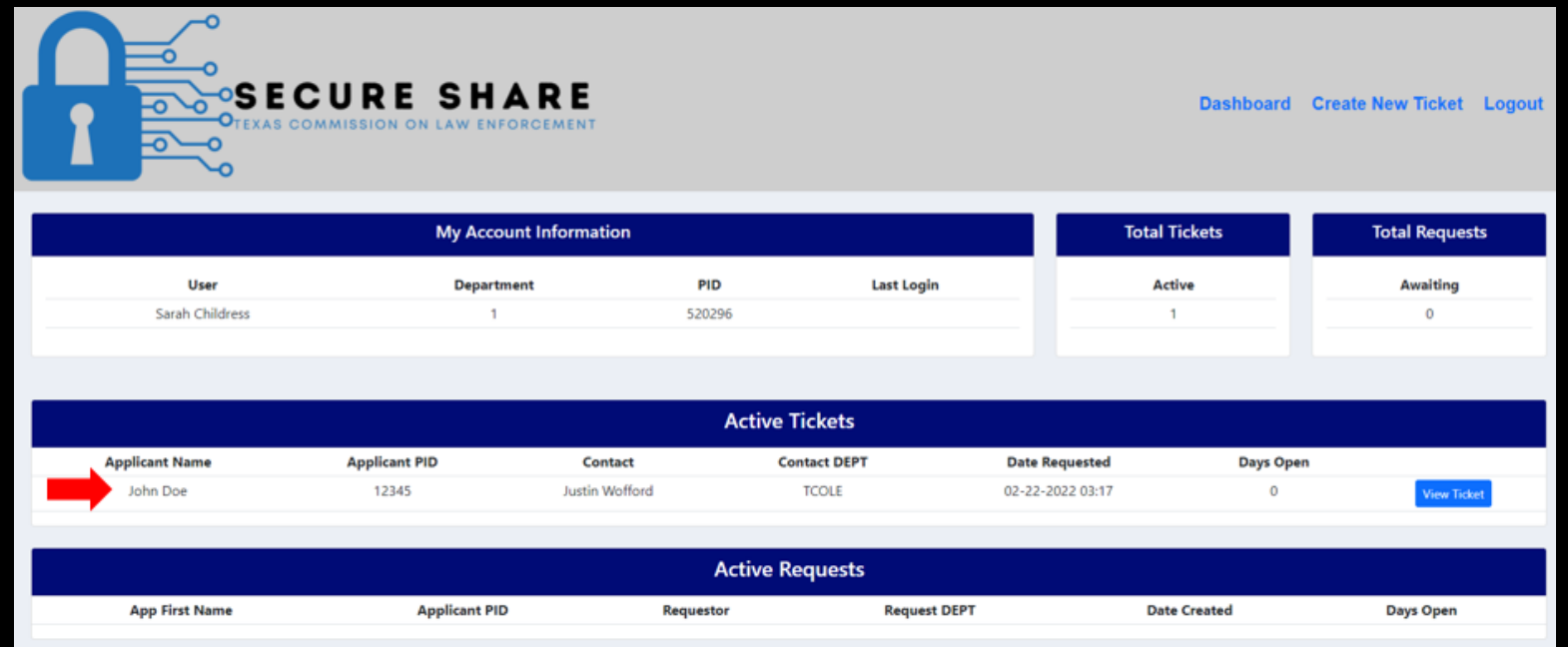
Click 'Dashboard' to return, click 'Create New Ticket' to request another personnel file, or click 'Logout' if you are finished with TSS



[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'



The screenshot displays the SECURE SHARE dashboard for the Texas Commission on Law Enforcement. The dashboard includes a navigation bar with links for Dashboard, Create New Ticket, and Logout. Below the navigation bar, there are three summary cards: My Account Information, Total Tickets, and Total Requests. The My Account Information card shows the user Sarah Childress, Department 1, PID 520296, and Last Login. The Total Tickets card shows 1 Active ticket and 0 Awaiting tickets. The Total Requests card shows 0 Awaiting requests. Below these cards is the Active Tickets section, which contains a table with one active ticket for John Doe, Applicant PID 12345, Contact Justin Wofford, Contact DEPT TCOLE, Date Requested 02-22-2022 03:17, and Days Open 0. A red arrow points to the Applicant Name 'John Doe'. Below the Active Tickets section is the Active Requests section, which is currently empty.

**SECURE SHARE**  
TEXAS COMMISSION ON LAW ENFORCEMENT

[Dashboard](#) [Create New Ticket](#) [Logout](#)

### My Account Information

User	Department	PID	Last Login
Sarah Childress	1	520296	

### Total Tickets

Active
1

### Total Requests

Awaiting
0

### Active Tickets

Applicant Name	Applicant PID	Contact	Contact DEPT	Date Requested	Days Open	
John Doe	12345	Justin Wofford	TCOLE	02-22-2022 03:17	0	<a href="#">View Ticket</a>

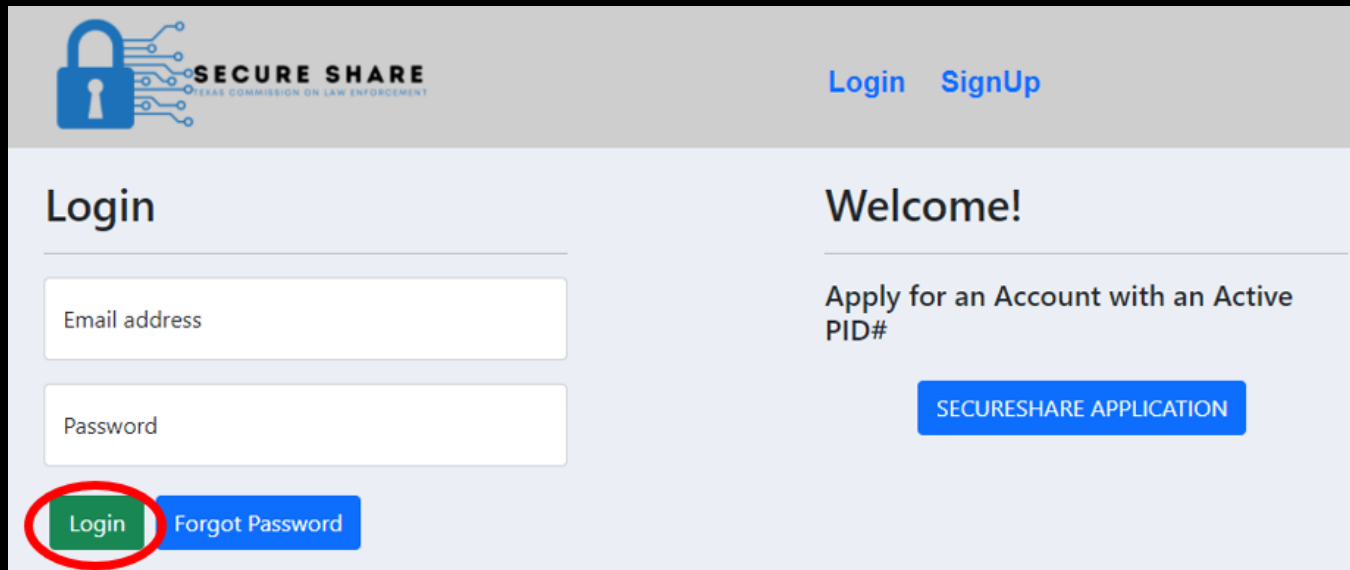
### Active Requests

App First Name	Applicant PID	Requestor	Request DEPT	Date Created	Days Open
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After receiving the email, navigate to TSS and log in:

<https://seureshare.tcole.texas.gov>

# HOW TO: UPLOAD A PERSONNEL FILE



**SECURE SHARE**  
TEXAS COMMISSION ON LAW ENFORCEMENT

Login SignUp

### Login

Email address

Password

Login Forgot Password

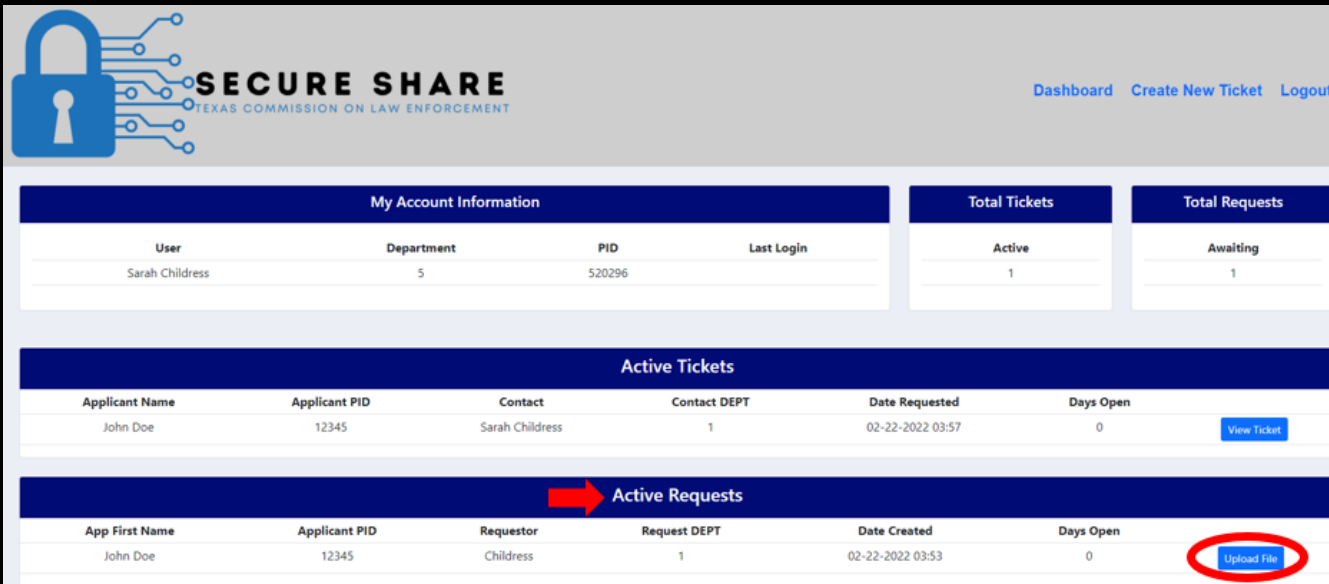
### Welcome!

Apply for an Account with an Active PID#

SECURESHARE APPLICATION

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



The screenshot displays the SECURE SHARE dashboard for the Texas Commission on Law Enforcement. The dashboard includes a navigation bar with links for Dashboard, Create New Ticket, and Logout. Below the navigation bar, there are three summary cards: My Account Information, Total Tickets, and Total Requests. The My Account Information card shows user details for Sarah Childress. The Total Tickets card shows 1 Active ticket. The Total Requests card shows 1 Awaiting request. Below these cards, there are two tables: Active Tickets and Active Requests. The Active Requests table has a red arrow pointing to the 'Active Requests' header and a red circle around the 'Upload File' button in the first row.

**SECURE SHARE**  
TEXAS COMMISSION ON LAW ENFORCEMENT

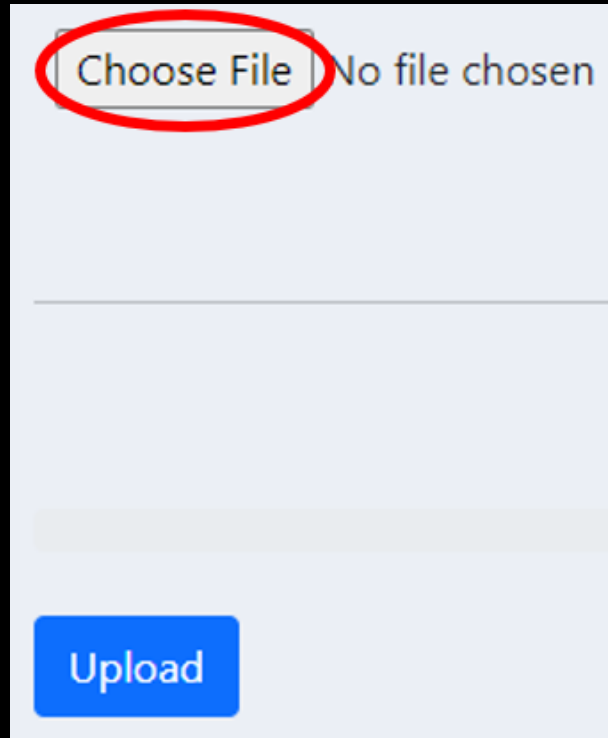
Dashboard Create New Ticket Logout

My Account Information				Total Tickets	Total Requests
User	Department	PID	Last Login	Active	Awaiting
Sarah Childress	5	520296		1	1

Active Tickets					
Applicant Name	Applicant PID	Contact	Contact DEPT	Date Requested	Days Open
John Doe	12345	Sarah Childress	1	02-22-2022 03:57	0

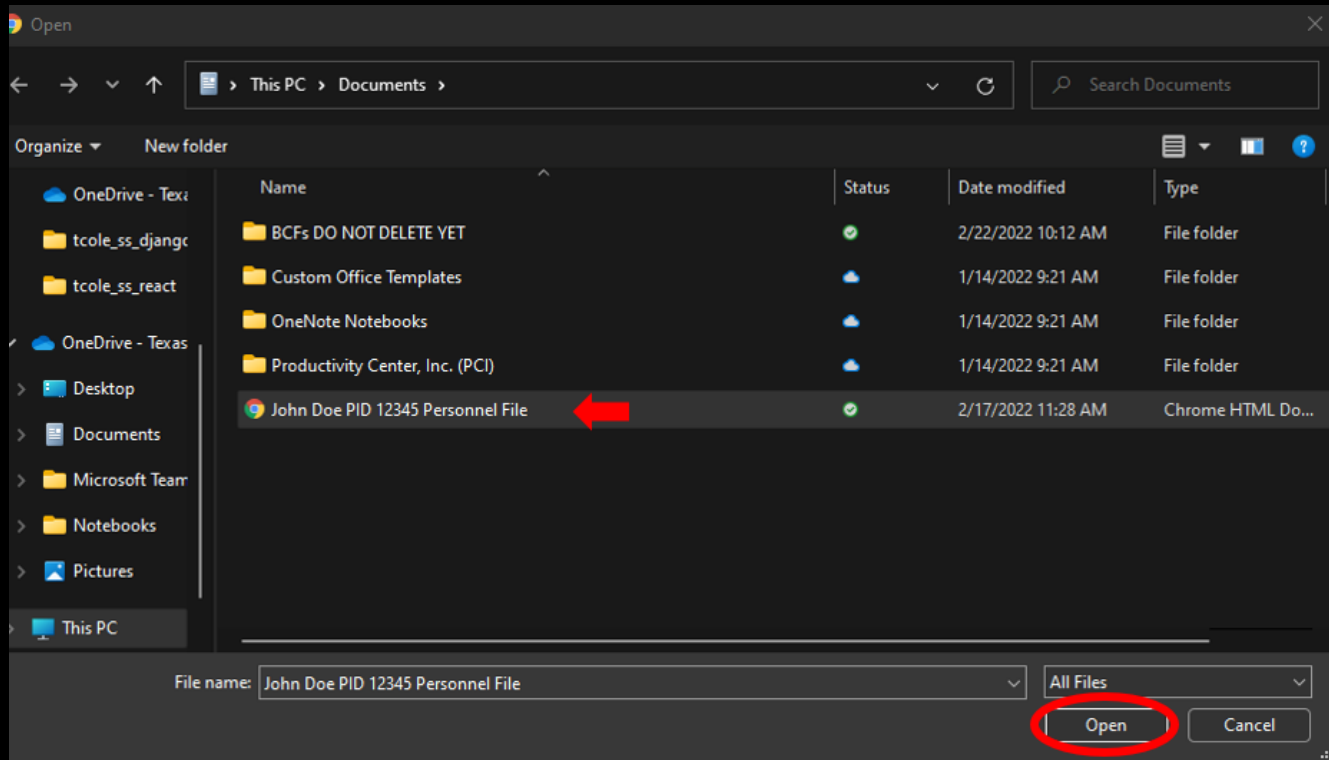
Active Requests					
App First Name	Applicant PID	Requestor	Request DEPT	Date Created	Days Open
John Doe	12345	Childress	1	02-22-2022 03:53	0

Click on 'Choose file' to browse for the personnel file

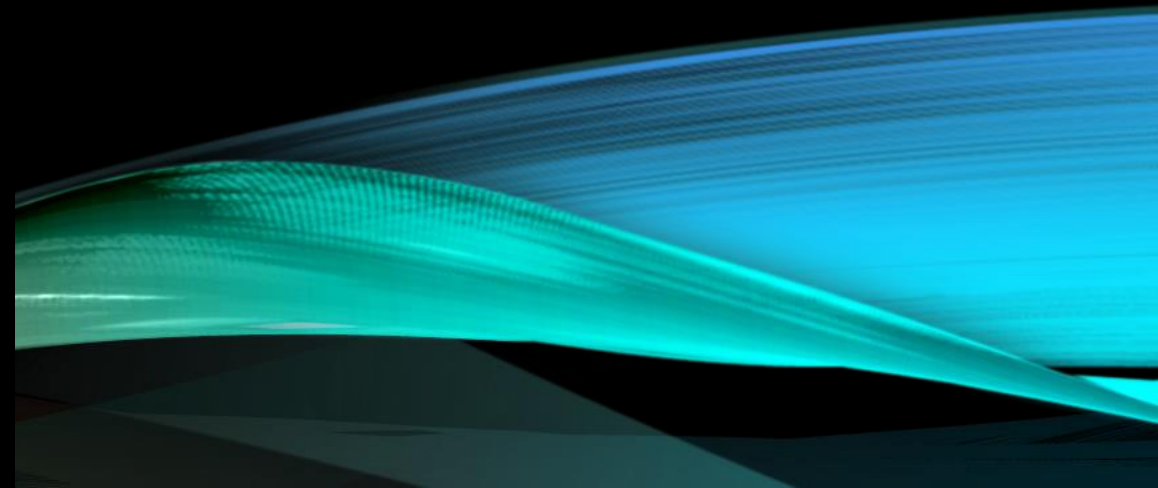


# HOW TO: UPLOAD A PERSONNEL FILE

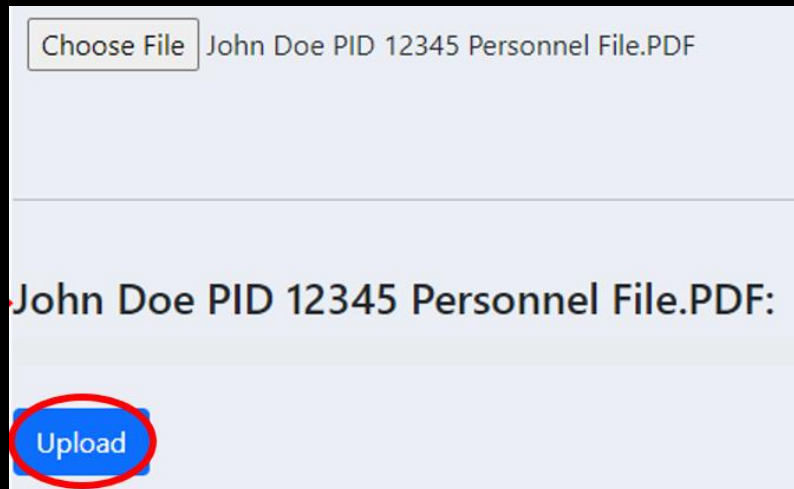
Navigate to the location where the personnel file is located, select it, and click 'Open'



# HOW TO: UPLOAD A PERSONNEL FILE



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



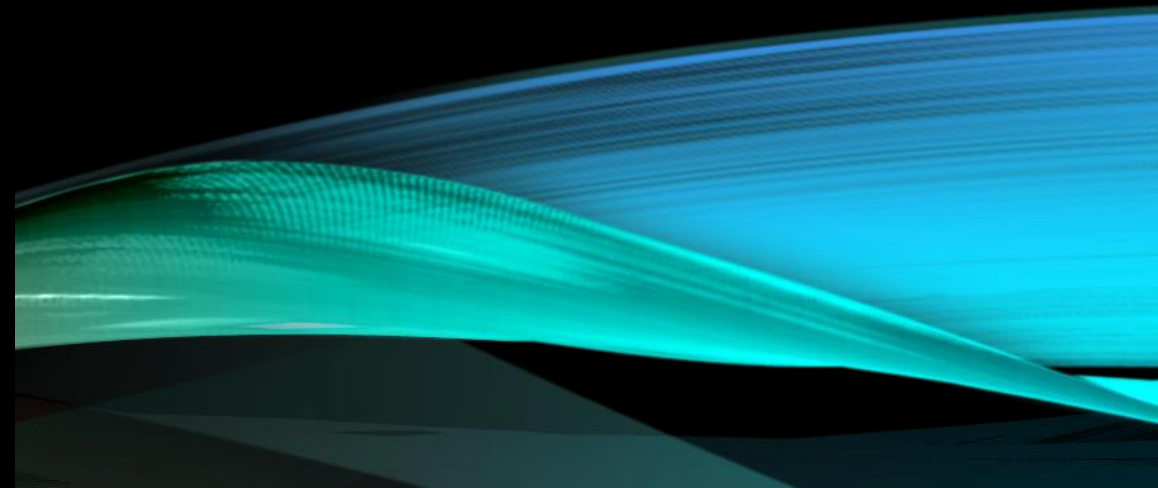
Choose File John Doe PID 12345 Personnel File.PDF

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John Doe PID 12345 Personnel File.PDF:

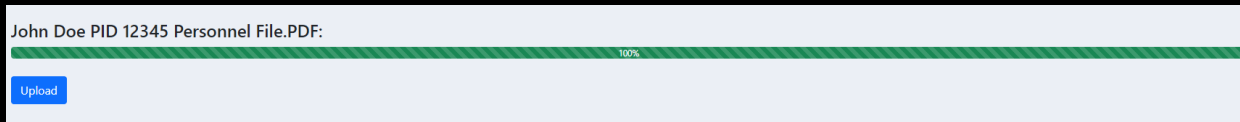
Upload

# HOW TO: UPLOAD A PERSONNEL FILE





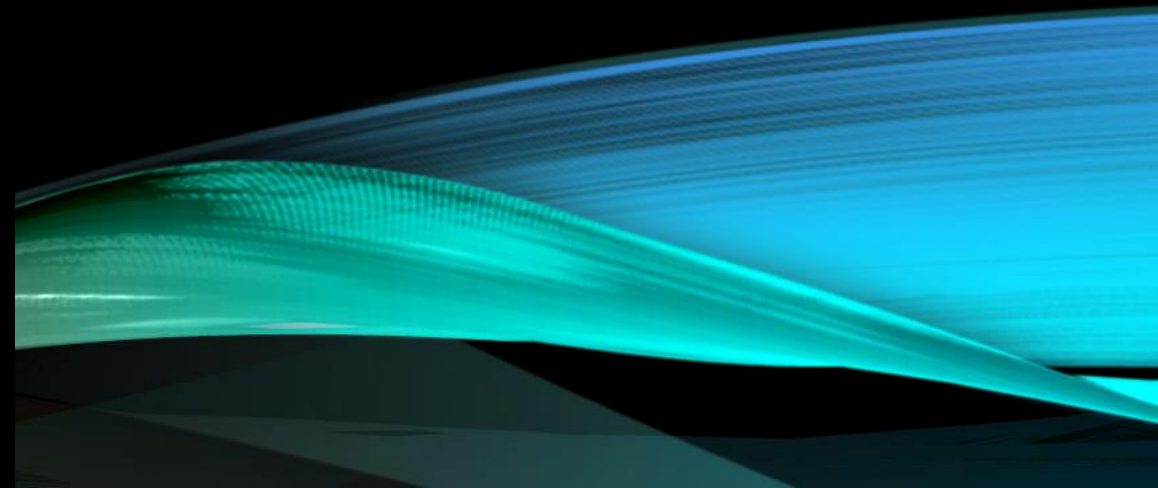
There is a status bar to indicate the progress of the upload



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

File Uploaded Successfully

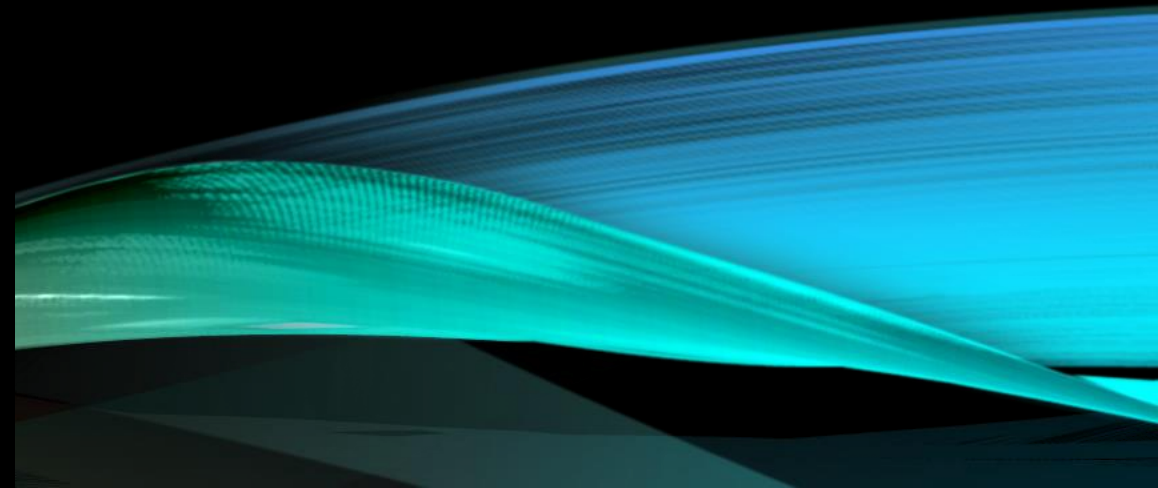
# HOW TO: UPLOAD A PERSONNEL FILE



If the upload fails, you may receive the following error popup:

**Valid Uploads Failed -  
Please contact TCOLE**

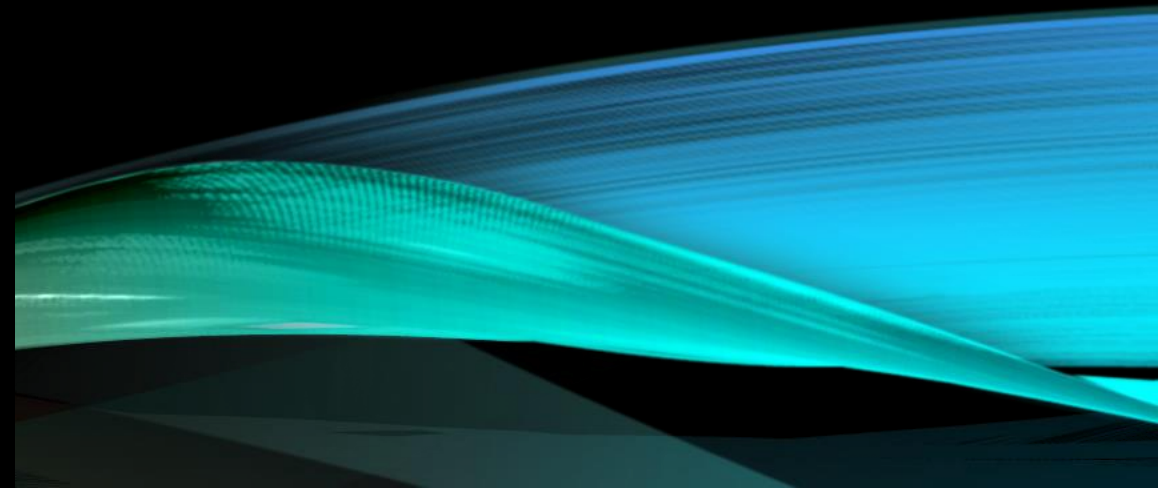
HOW TO:  
UPLOAD A  
PERSONNEL  
FILE



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



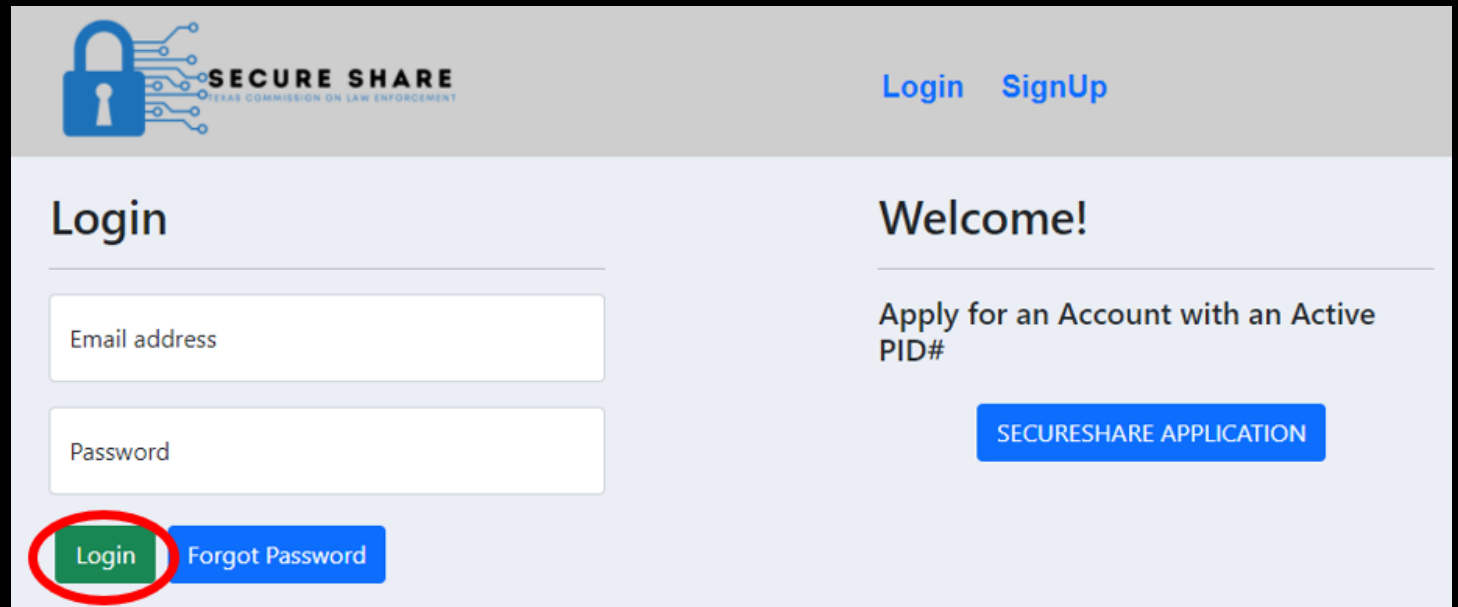
# HOW TO: UPLOAD A PERSONNEL FILE



# HOW TO: VIEW AN UPLOADED PERSONNEL FILE

Navigate to TCOLE Secure Share and log in:

<https://seureshare.tcole.texas.gov>



**SECURE SHARE**  
TEXAS COMMISSION ON LAW ENFORCEMENT

Login    SignUp

### Login

Email address

Password

Login    Forgot Password

### Welcome!

Apply for an Account with an Active PID#

SECURESHARE APPLICATION

# 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

The screenshot displays the SECURE SHARE interface for the Texas Commission on Law Enforcement. It includes a navigation bar with 'Dashboard', 'Create New Ticket', and 'Logout'. The main content area is divided into three sections: 'My Account Information', 'Total Tickets', and 'Total Requests'. Below these is a table for 'Active Tickets' with a red arrow pointing to the header. The 'View Ticket' button in the table is circled in red.

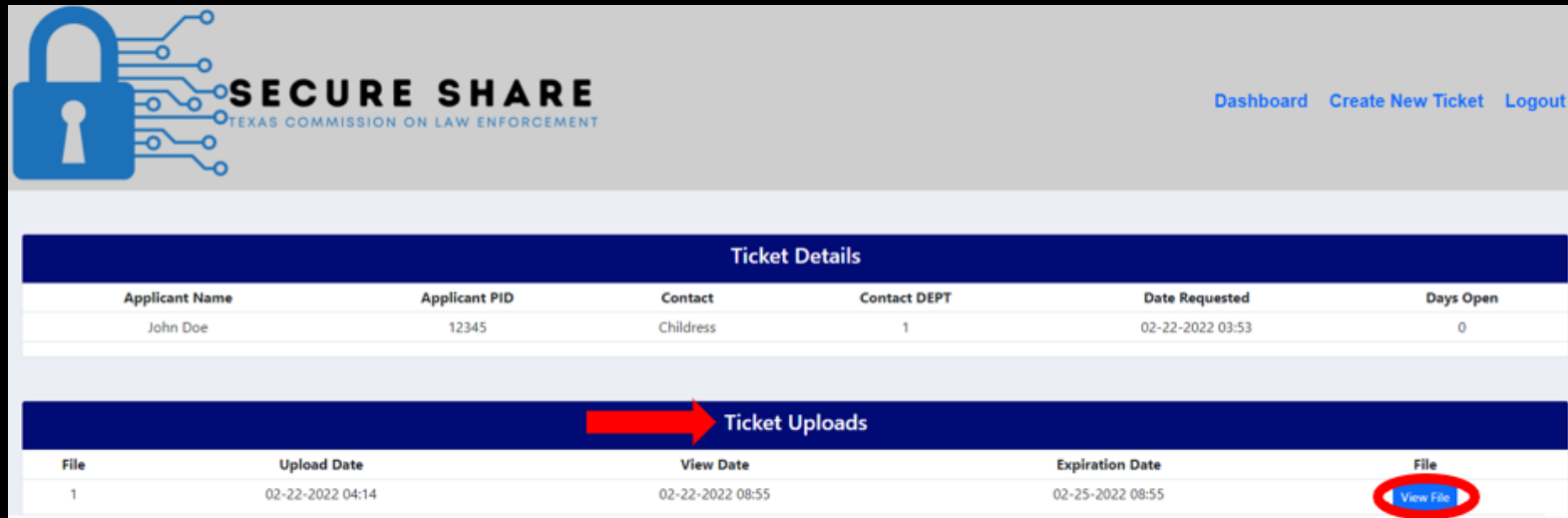
My Account Information				Total Tickets	Total Requests
User	Department	PID	Last Login	Active	Awaiting
Sarah Childress	5	520296		1	1

Active Tickets					
Applicant Name	Applicant PID	Contact	Contact DEPT	Date Requested	Days Open
John Doe	12345	Sarah Childress	1	02-22-2022 03:57	0

# HOW TO: VIEW AN UPLOADED PERSONNEL FILE

Click 'View File' under 'Ticket Uploads' to view the uploaded documents



The screenshot displays the SECURE SHARE interface for the Texas Commission on Law Enforcement. The top navigation bar includes links for Dashboard, Create New Ticket, and Logout. The main content area is divided into two sections: Ticket Details and Ticket Uploads. The Ticket Details section shows information for a ticket requested by John Doe. The Ticket Uploads section contains a table with one entry, where the 'View File' link is highlighted with a red circle and a red arrow points to the 'Ticket Uploads' header.

**SECURE SHARE**  
TEXAS COMMISSION ON LAW ENFORCEMENT


[Dashboard](#) [Create New Ticket](#) [Logout](#)

### Ticket Details

Applicant Name	Applicant PID	Contact	Contact DEPT	Date Requested	Days Open
John Doe	12345	Childress	1	02-22-2022 03:53	0

### Ticket Uploads

File	Upload Date	View Date	Expiration Date	File
1	02-22-2022 04:14	02-22-2022 08:55	02-25-2022 08:55	<a href="#">View File</a>



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

## FAQ #1

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.**

## FAQ #2

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.**

## FAQ #3

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**

## FAQ #4

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.**

## FAQ #5

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.**

## FAQ #6

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.**

## FAQ #7

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.**



## FAQ #8

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**

The background features a dark, almost black, space. On the left side, there are several overlapping, flowing, ribbon-like shapes in a vibrant red color. On the right side, there are similar flowing shapes in shades of cyan and light blue. A thin, vertical white line is positioned to the left of the word 'RESOURCES'.

# RESOURCES

# RESOURCES

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

TCOLE Secure Share: <https://seureshare.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	<b>72 hours</b>
Background Provider: document upload deadline	<b>10 calendar days</b>
Background Investigator: document view till expiration	<b>14 calendar days</b>
Background Investigator: document once viewed till expiration	<b>72 hours</b>

The background features a dark, almost black, space. On the left side, there are vibrant, flowing, ribbon-like shapes in shades of red and orange. On the right side, there are similar flowing shapes in shades of cyan and blue. A thin, vertical white line is positioned on the left side of the frame, extending from the top towards the middle. The text 'Q&A' is centered in the upper half of the image, rendered in a clean, white, sans-serif font.

Q&A

The background features a dark, textured surface with a repeating pattern of question marks. Overlaid on this are several translucent, flowing ribbons in vibrant colors: a yellow-to-orange gradient at the top, a red ribbon on the left, and a teal-to-blue gradient at the bottom. The text is centered in a clean, white, sans-serif font.

What questions do you  
have for us?



TCOLE Secure Share Contact:

[secureshare@tcole.texas.gov](mailto:secureshare@tcole.texas.gov)

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

THANK YOU!