Navigating Mandatory Requirements and Training

This document is meant to assist PSRS users through the Texas Department of Public Safety (DPS) requirements and training. For jurisdiction specific questions, please contact DPS directly.

Contents

PSRS Training 1

Glossary of Terms 1

Overview of Steps 3

1. Establishing or Verifying an Agency ORI 3

2. Establishing or Verifying an Agency LAU and TAC 5

3. Judicial and All Other Users Required Training 6

3a. All Other PSRS Users Training Requirements 7

4. Establish or Verify with OCA If Your Agency Requires an NTAA 7

5. Submitting a User Request Form (URF) to DPS Upon Completion of Mandatory Training 7

PSRS Training

The Public Safety Report System (PSRS) does not require formal training provided by the Office of Court Administration (OCA) as a condition of access. However, each Local Administrative User (LAU) or agency is responsible for ensuring appropriate internal and external (DPS) training is provided before granting users access to enter, review, or remove information in PSRS. The Catalis Help Center has YouTube videos and other training materials to assist onboarding and training new PSRS users.

Glossary of Terms

CJIS	*(Criminal Justice Information Services)* A division of the Federal Bureau of Investigation (FBI) responsible for managing national criminal justice information systems, including NCIC. CJIS establishes security policies and access requirements for agencies authorized to use criminal justice information systems.
CJIS Security Awareness Training	Mandatory training is required for all personnel who access criminal justice information systems such as TCIC, NCIC, or TLETS through the PSRS. This training must be completed prior to PSRS access being given and completed annually thereafter to maintain system access.

DPS ID	A unique identifier assigned by the DPS to an authorized user who has been granted access to criminal justice information systems through TLETS – *AFTER* completion of required training.
LAU	*(Local Administrative User)* A PSRS specific role with administrative permissions such as adding or removing users and their permissions/roles within the PSRS system. They should ensure each user understands how to utilize the PSRS system appropriately and ensure proper training has been completed and maintained for continued access to the PSRS for all agency users. OCA recommends that TAC and LAU responsibilities be assigned to the same person as appropriate.
Mobile Access Certification	*(also referred to as the 8-hour TLETS mobile access course)* Required training for users who access criminal justice information systems through mobile or web-based platforms including the PSRS. Mobile access refers to the security protocols related to accessing CJIS data outside of a physically secured terminal environment.
NCIC	*(National Crime Information Center)* A nationwide computerized information system maintained by the FBI that provides criminal justice agencies with access to criminal justice information.
NTAA	*(Non-Terminal Agency Agreement)* Refers to agencies that possess an ORI but do not interface directly with TLETS. These agencies may obtain indirect access to criminal justice information systems (CJIS) through the PSRS and must enter into an agreement with OCA authorizing such access.
ORI	*(Originating Agency Identifier)* A federal designation that provides agencies/courts access to the Texas Crime Information Center (TCIC) and National Crime Information Center (NCIC) criminal history records.
PSRS	*(Public Safety Report System)* A statutorily mandated (Chapter 17, Code of Criminal Procedure) statewide system that provides magistrates with standardized criminal history information and other relevant data to assist in making informed bail decisions at the time of magistration.
TAC	*(Terminal Agency Coordinator)* Is the individual designated by an agency to serve as the primary point of contact for CJIS systems access and compliance. The TAC is responsible for overseeing user access, training requirements, security compliance, and coordination with DPS regarding the agency's use of TCIC/NCIC and related systems. OCA recommends that TAC and LAU responsibilities be assigned to the same person as appropriate.
TCIC	*(Texas Crime Information Center)* The Texas counterpart to NCIC, maintained by the Texas Department of Public Safety (DPS). TCIC contains statewide criminal justice information. TCIC is integrated with NCIC to allow for both state and national information sharing.
TLETS	*(Texas Law Enforcement Telecommunications System)* A secure communications network operated by the Texas Department of Public Safety (DPS) that provides authorized criminal justice agencies with access to state and national criminal justice information systems, including TCIC and NCIC. TLETS serves as the primary interface through which agencies in Texas query criminal history data, enter or modify records, and transmit justice-related information. Access to systems such as PSRS is managed through TLETS in coordination with DPS user credentials and agency ORIs.

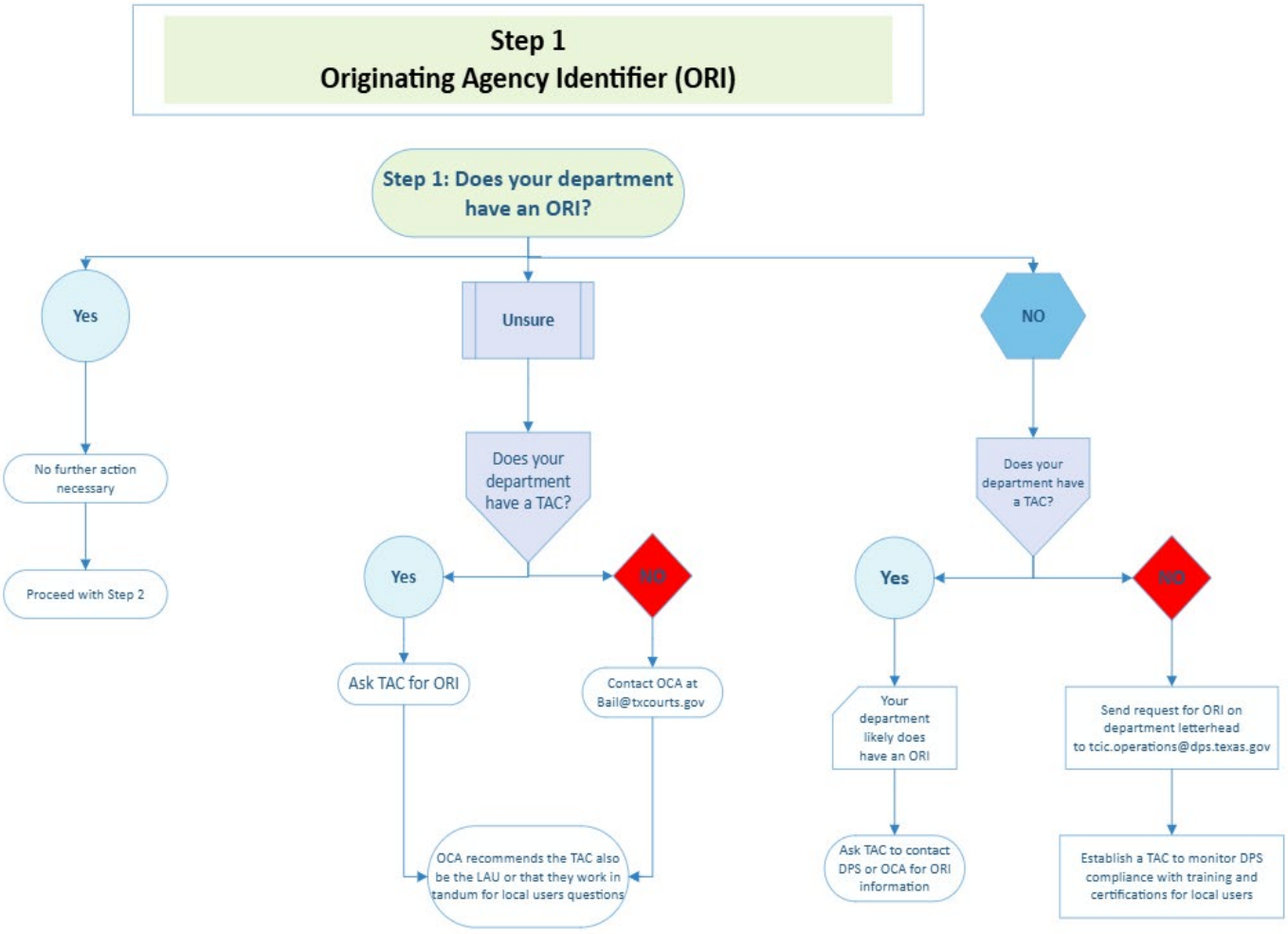
URF	*(User Request Form)* for DPS is a formal document used by authorized agencies assigned an ORI to add, modify, disable user access or request access to CHRI within the PSRS.

Overview of Steps

1. Establish or verify agency ORI number
2. Establish or verify the designated ORI TAC and PSRS LAU
3. Determine mandatory training for judiciary

3a. Determine mandatory training for ALL other PSRS users

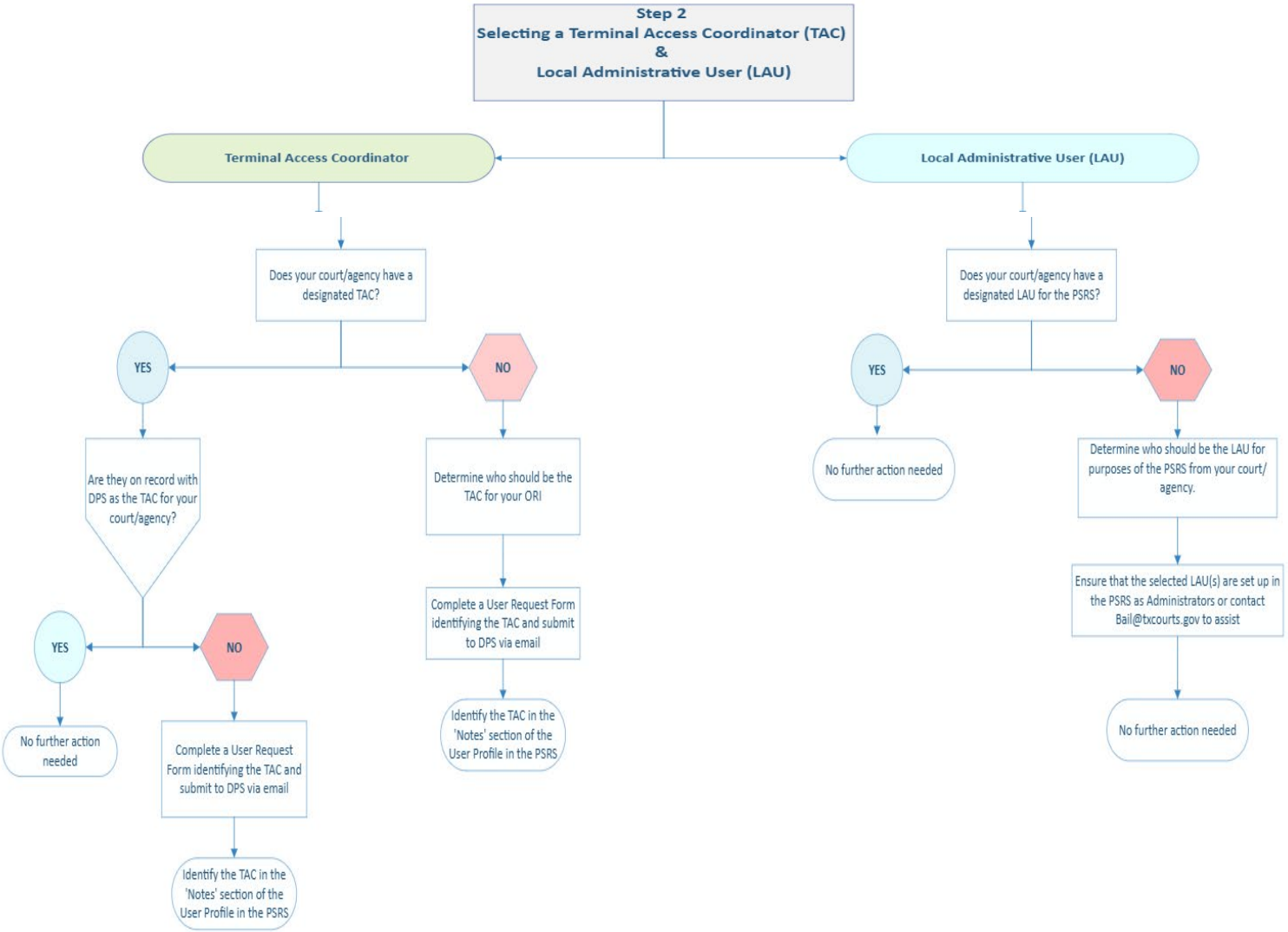
4. Establish or verify with OCA that your agency requires a Non-Terminal User Agreement
5. Submitting a User Request Form (URF) to DPS upon completion of mandatory training



1. Establishing or Verifying an Agency ORI

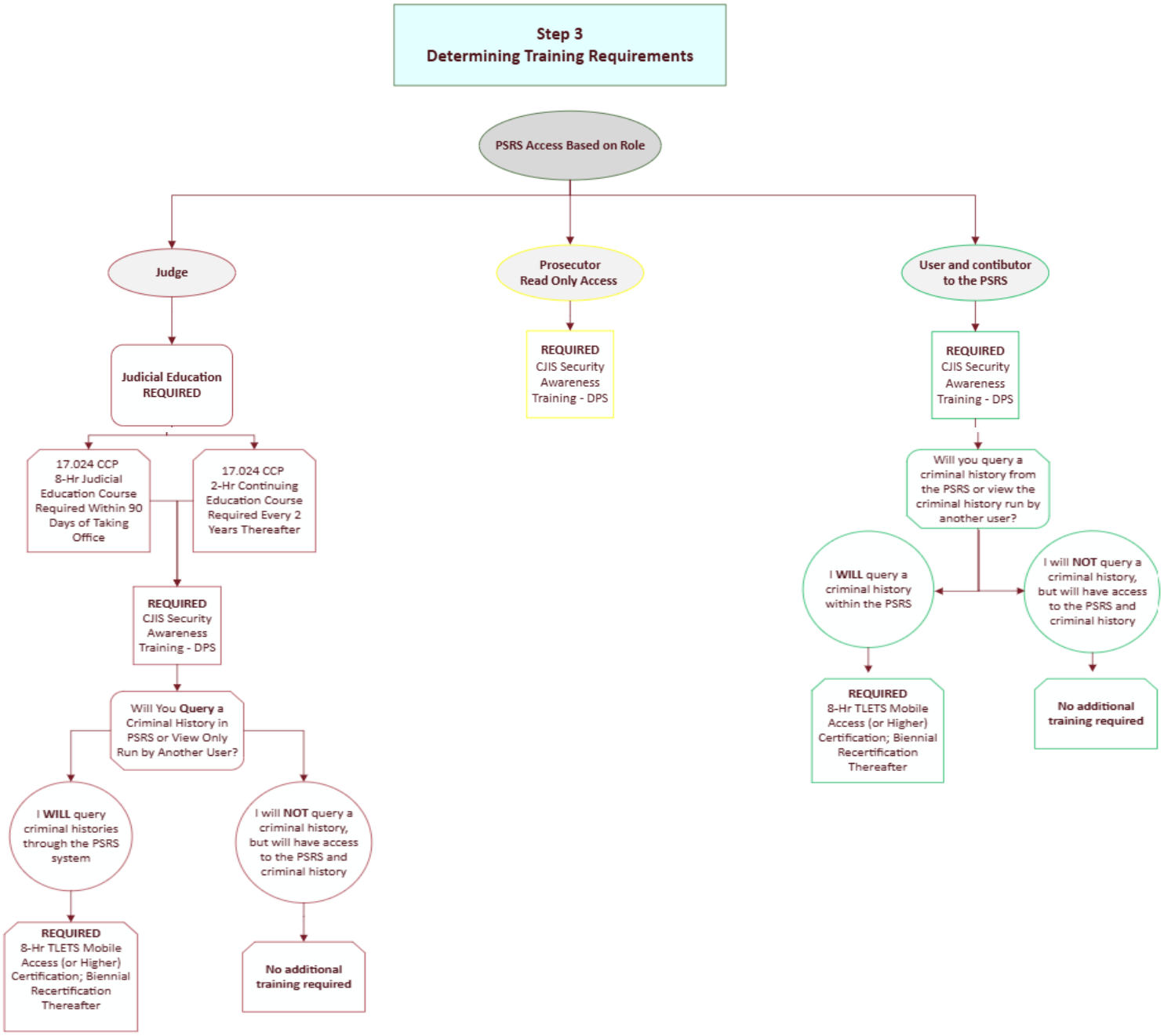
Step	Instructions
	*If you have confirmed that your agency has an ORI, an LAU **and** a TAC, proceed to the next section, Non-Terminal Agency Agreement.*

a.	Establish or verify, with your court/agency TAC or OCA, that your agency has been assigned an **ORI**. **Yes →** Proceed to step 2. **No→** If you have determined that your court/agency does not have an ORI, you may request one with (DPS) by sending an email on agency letterhead to tcic.operations@dps.texas.gov and include the following information: a. Court Name/Organization Name & Type of cases heard by this Court (Please specify whether cases are Criminal or Civil) b. Name of the contact person, c. Physical address including the county, d. Court's main phone number, e. Type of cases heard by this Court (Please specify whether cases are Criminal or Civil) f. Email



2. Establishing or Verifying an Agency LAU and TAC

Step	Instructions
	*If you have confirmed that your agency has an ORI, an LAU **and** a TAC, proceed to the next section, Non-Terminal Agency Agreement.*
a.	Establish or verify that your court/agency ORI has designated a **Local Administrative User (LAU)** with OCA in the PSRS. **Yes** → Proceed to step 3. **No** → If your agency does not have an LAU assigned, identify the person who will assume this role and contact OCA at Bail@txcourts.gov to ensure their permissions are updated in the PSRS. *OCA recommends the LAU and TAC be the same person as appropriate.*
b.	Establish or verify that your court/agency has designated a **Terminal Access Coordinator (TAC)** with DPS. **Yes** → Proceed to next step. **No** → If your court/agency does not currently have a TAC, you must designate an individual associated with your ORI to serve in this role with both DPS and OCA. Contact DPS at TLETS@dps.texas.gov and OCA at Bail@txcourts.gov. *OCA recommends the LAU and TAC be the same person as appropriate.*



3. Judicial and All Other Users Required Training

Judicial	Training
Statutory Bail Training	Pursuant to Art. 17.024, CCP, judges and magistrates must complete an initial 8-hour training course with their judicial training agency on duties regarding bail. Additional training is required during each subsequent state fiscal biennium.
DPS	Completion of the 2-hour CJIS Security Awareness Training is required. Recertification must be completed every two (2) years. This online training should be coordinated through the court or agency's Terminal Agency Coordinator (TAC).

optional	***If a judge wishes to independently query criminal history information within PSRS:**
DPS	Complete and maintain certification for the DPS 8-hour, in-person TLETS Mobile Access Course. Upon completion of the course, the agency/court TAC must submit a User Request Form to DPS to associate the user's DPS ID with both the ORI of the court/agency and the ORI of the OCA. **Judges do NOT need to complete this training if the criminal history will be queried by another user during the magistration process.*

3a. All Other PSRS Users Training Requirements

Other Users	Training
DPS	Completion of the 2-hour CJIS Security Awareness Training is required. Recertification must be completed every two (2) years. This online training should be coordinated through the court or agency's Terminal Agency Coordinator (TAC).
optional	***If job duties require the user to independently query criminal history information within PSRS:**
DPS	Complete and maintain certification for the DPS 8-hour, in-person TLETS Mobile Access Course. Upon completion of the course, the agency or court TAC must submit a User Request Form to DPS to associate the user's DPS ID with both the ORI of the court or agency and the ORI of the Office of Court Administration (OCA). **Completion of this training is encouraged but is not necessary if criminal history information will be queried by another authorized user or PSRS duties performed do not require the user to query a criminal history.*

4. Establish or Verify with OCA If Your Agency Requires an NTAA

	Additional Information
	A Non-Terminal Access Agreement (NTAA) must be completed with your agency and OCA to memorialize the agency's permissions to access and utilize the PSRS to query a criminal history. You may contact OCA at Bail@txcourts.gov to verify the necessity of this requirement for your court/agency.

5. Submitting a User Request Form (URF) to DPS Upon Completion of Mandatory Training

This step MUST be completed to query a criminal history within the PSRS. Failure to do so will result in an error message and inability to query within the PSRS.

The following information regarding the URF has been provided by DPS. Any questions or concerns regarding the following information should be directed to DPS (512) 424-7385.

Submitting a User Request Form

User Request Forms (URF) are used when authorized agencies, who have an NCIC assigned ORI, need to add, modify, or disable users with TLETS access.

Before you start

- User Request Forms (URF) should be submitted by a verifiable Agency Head or a Terminal Agency Coordinator (TAC). TLETS will accept URFs submitted by other agency personnel on behalf of the Agency Head or TAC only when the Agency Head or TAC are copied on the email. URFs submitted on behalf of the Agency Head or TAC should include their name as the requestor.
- TLETS will only accept a completed URF from a secure law enforcement or criminal justice agency e-mail address. Commercial e-mail addresses (Yahoo, Hotmail, Gmail, etc.) will not be accepted.
- The URF is designed to tab between columns. Do NOT use the Enter key when trying to change fields. Using the Enter key will cause format issues.
- A completed URF should be submitted as an attached Word document (doc or .docx). URFs will only be accepted when they are submitted by email to tlets.urf@dps.texas.gov The URF is password protected. If you need assistance with the password, send an email to the address above. It is imperative that every attempt be made to use the password protected Word document.
- **You must enter the note "User will need access to CHRI through the PSRS" in the additional notes section on the bottom of the URF.**

URFs are usually processed within 15 business days. For urgent requests, add "RUSH" or "URGENT" in the subject line of the email. Please include the reason why the request is to be expedited in the body of the email.

- Errors on the form may cause delays or rejection. Leaving any blank spaces for any required field will cause the form to be returned with no action taken. All user information should be double-checked prior to submission.
- If you have any questions regarding training or access levels, please contact TLETS/TCIC Training prior to submitting the request. Phone: 512-424-2832 (M-F 8am-5pm) or email: tcic.training@dps.texas.gov. There is a chart describing access levels in the TCIC/TLETS TAC Manual. All training manuals and documents are available through nexTEST on the Launch Pad under CJIS Training Documents.

Example URF:

TLETS User Request Form

Must be TYPED
Not handwritten

Email completed form to TLETS.URF@DPS.TEXAS.GOV

URF questions, please contact us - Email or Phone: 512-424-7385 (M-F 8am-5pm)

If you have a rush or urgent URF add "RUSH" in the subject line of the email and explain the reason for why the request needs expedited in the body of the email.

REQUIRED FIELDS

Page #	Requestor Name and Title	Requestor TLETS ID:	Agency Name (NO abbreviations):	Date of Request	Contact Information	
1					Telephone #	Email

Add Modify Disable	User ID# If unknown, leave blank	FIRST NAME	LAST NAME	SSN (required)	D.O.B. (YYYY-MM-DD)	PID	AGENCY ORI	USER'S TITLE	CJIS TRAINING	MAIN ROLES (See Quick Guide Notes below)

Quick Guide Notes:

Users requiring access to the CAD/RMS/MDT, CRIS, PSRS, or another interface should be listed in the additional notes.

User's Title – Examples: Officer, Dispatcher, Court Clerk, Investigator, Sheriff, Police Chief, Dispatch Supervisor etc.

URF instructions can be found HERE, available through nexTEST on the Launch Pad under TAC Info. There is a chart describing access levels and can be found HERE in the TCIC/TLETS TAC Manual.

Additional Notes: Only authorized personnel from criminal justice agencies with a legitimate "need-to-know" and who have completed the required background checks can access CJI. Please enter additional notes, comments, or questions here.

User needs to access CHRI via PSRS

Please allow 15 business days for processing.

If you have not received a response after that, re-send the request with e-mail subject tag "Follow Up". This will tag it for ex[illegible]ed processing.

If you have a rush or urgent URF add "RUSH" in the subject line of the email and explain the reason for why the request nee[illegible]pedited in the body of the email.

Form Last Updated: 01/08/2026