



# Oregon State Police

To provide premier public safety services

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## LEDS 20/20 Project

### LEDS 20/20 User Administration Guide

Updated 7/20/2020

Version 2.1

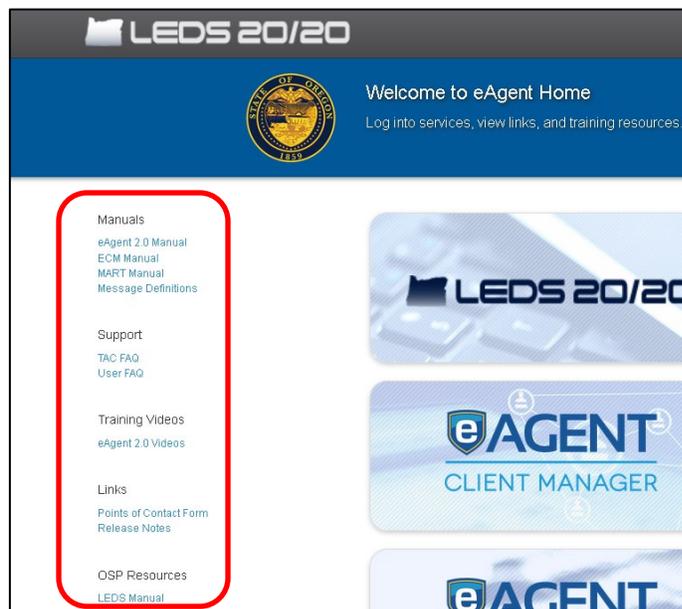
# 1 eAgent Client Manager & Logging In

The LEDS 20/20 Home Page is a secure page. You will only be able to access it from a secure connection with an authorized IP address. One of the links on the page is the eAgent Client Manager, or ECM. The ECM is where all LEDS User and Device administration occurs. As a TAC, you will only be able to administrate changes to the Users under your agency. However, you will also be able to see any Devices under your agency.



## Reference Links

There are reference links to the left of the main landing page you may find useful.



The ECM Manual will go into detail about things that you can accomplish in the ECM as either a TAC or Admin. There is also FAQs for TACS that will answer some of the simpler questions. For questions outside of that, please contact the LEDS Help Desk.

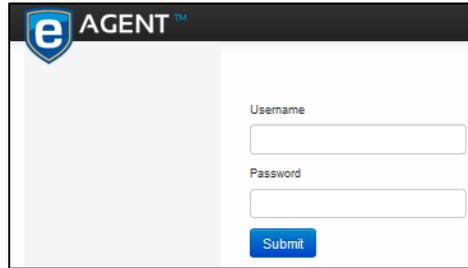
## Other Login links

The Manageable Archive of Retrievable Transactions (MART) is the message switch searching system. OSP uses MART to look up messages in order to trouble shoot errors or investigate what users are querying for auditing/training.

Viewpoint is the connection monitoring system. OSP uses Viewpoint to make sure that other applications are connected to LEDS (WebLEDS, ForseCom, CADs). We also use it to make sure that various databases are connected (DMV, NCIC, Nlets, etc.).

## Signing In

Signing into ECM is different from signing into LEDS 20/20. If you have issues, please reach out to the LEDS Help Desk directly.

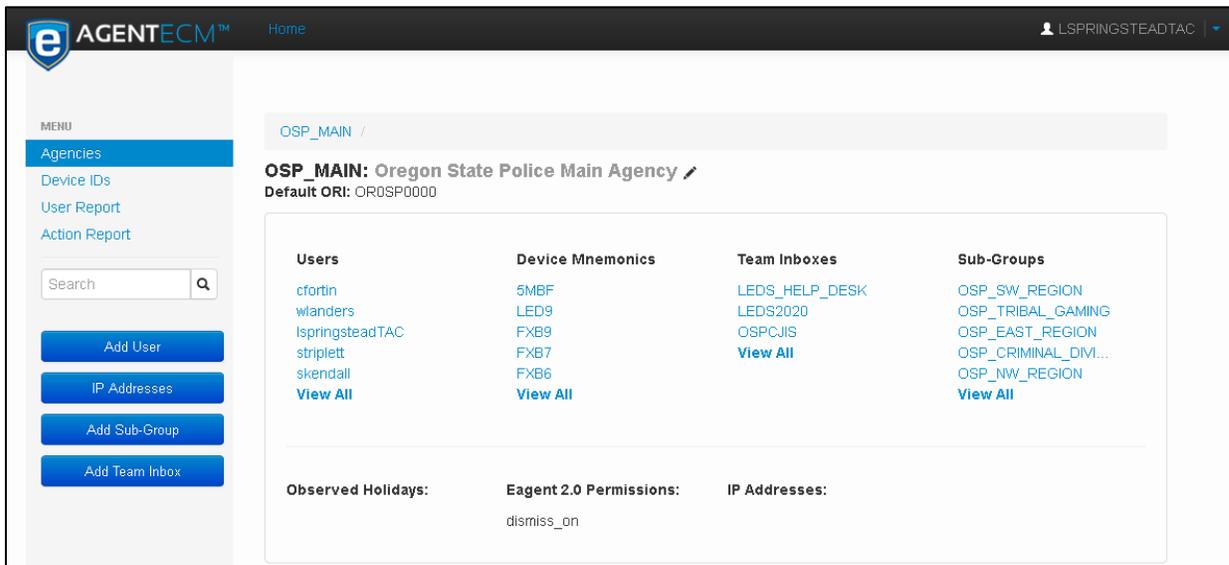


The image shows the login interface for eAGENT. It features a dark header with the eAGENT logo. Below the header, there are two input fields: 'Username' and 'Password'. A blue 'Submit' button is located below the password field.

## 2 The ECM Interface

Once logged in, the page is organized by various categories in the menu on the left navigation panel. The initial login will always bring you to the Agencies page. For TACs, this will show your agency information (see below).

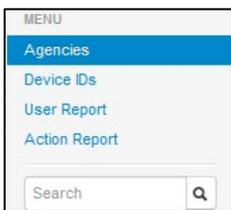
*TAC Landing page. In this example, I am the TAC for the primary OSP Agency.*



The image shows the TAC landing page in the eAGENTECM system. The page has a dark header with the eAGENTECM logo and the user name 'LSRINGSTEADTAC'. The left navigation panel is visible, showing a menu with options: Agencies, Device IDs, User Report, and Action Report. Below the menu is a search field and four buttons: Add User, IP Addresses, Add Sub-Group, and Add Team Inbox. The main content area displays the following information:

- OSP\_MAIN: Oregon State Police Main Agency** (Default ORI: OROSP0000)
- Users:** cfortin, wlanders, lspringsteadTAC, striplett, skendall, [View All](#)
- Device Mnemonics:** 5MBF, LED9, FXB9, FXB7, FXB6, [View All](#)
- Team Inboxes:** LEDS\_HELP\_DESK, LEDS2020, OSPCJIS, [View All](#)
- Sub-Groups:** OSP\_SW\_REGION, OSP\_TRIBAL\_GAMING, OSP\_EAST\_REGION, OSP\_CRIMINAL\_DIV..., OSP\_NW\_REGION, [View All](#)
- Observed Holidays:**
- Eagent 2.0 Permissions:** dismiss\_on
- IP Addresses:**

### 2.1 The Left Navigation Panel



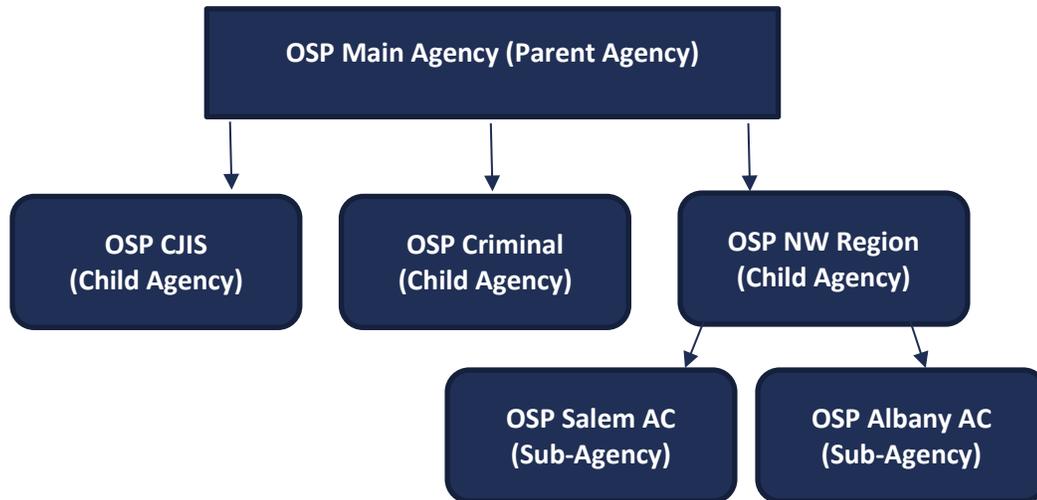
The image shows a close-up of the left navigation panel. It includes a 'MENU' header, a list of options: Agencies, Device IDs, User Report, and Action Report. Below the list is a search field with a magnifying glass icon.

On the left navigation panel, there is a menu of available options as well as a search field. Running a search will search all categories that you can see in your menu in addition to unlisted categories in your agency (such as Devices)

## 2.1.1 Agencies



The concept of an Agency in the ECM is different from the concept of an Agency from a LEDS/ORI perspective. For example, though OSP is 'one' agency, we have chosen to be represented as different groups, like State Crime Lab users, CJIS users, and GHQ users, to create users and assign their permissions more efficiently. All the sub-groups (child agencies) listed above fall under the OSP Main Agency (parent agency). This also allows us to assign TACS of various abilities. As an example, there are TACs for various LEDS Users at GHQ, and another TAC specifically assigned for the CJIS Division. They would not be able to change passwords for each other, but the TAC of the OSP Main Agency could change passwords for any of the OSP agencies. It follows a hierarchy rule for account changes. If you are an Admin, you also have the ability to Add or Export Agencies from this page.



## 2.1.2 Device IDs



Device IDs contain the necessary information for routing messages within LEDS. They consist of an alphanumeric sequence that is four characters long. The first two characters are the System ID; the second two identify the specific Device. For example, 2TUV is on the 2T System (State Police Forsecor) with the specific name of UV. A Device ID is required for LEDS and is matched with either a LEDS 20/20 User (such as mpargetertac) or a Device Name such as LEDA (a LEDS Help Desk User). The Device Name is also known as the Device, the Terminal ID, or the mnemonic. Both the Admin and the TAC can Export Device IDs but only the Admin can create a Device ID.

## 2.1.3 User Report

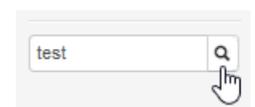
A User Report is a function available to both TACS and Admins. This report will show activity of users in the system by their username under the agency selected. It will show various data, including LEDS Certification Expiration, when the user last ran a query, and when the account was created.

## 2.1.4 Action Report

This is report available to TACS and Admins. It will track changes made in the ECM for audit purposes.

## 2.2 The Search Bar

The Search Bar will search all menu options at once, in addition to users and devices. To search, type in the information you want to search and press the magnifying glass or enter. The results will return by category. For example, you will see related usernames in one section, related devices in another, related agencies in yet another, etc.



You can click on any of the blue text results to go directly to the detailed section. TACS will only be able to go to the detailed page for items that exist under the Agency they are assigned to.

The search results will show the top results in alphabetical order for each category on the main results page. To see additional responses, select View All to see a more detailed view.

*Search Results showing all categories*

Search Results

Users (1 of 1) [View All](#)

Last Name	First Name	Username	Active
Hoskins-Test	Russ	rhoskins1	✓

Devices (15 of 96) [View All](#)

Device	Description	Agency	Active
2VE1	FORS Test Coos Bay PD	PD_COOS_BAY	✓
AA1	LEMS MESSAGE PHANTOM TEST	PHANTOM_AGENCY	✓
AL43	SO LINN CO - TEST	SO_LINN_CO_TEST	✓
AL44	SO LINN CO - TEST	SO_LINN_CO_TEST	✓
CM99	FORS Test Coos Bay PD	PD_COOS_BAY	✓
CY59	PD CORVALLIS - TEST	PD_CORVALLIS_TEST	✓
E201	OSP TEST CAD 1	OSP_TEST_CAD_1	✓
E202	OSP TEST CAD 2	OSP_TEST_CAD_2	✓

Agencies (15 of 29) [View All](#)

Agency	Description	Parent
LEDS_PROGRAM_TESTING		root
LEDS_TEST2_RGNI_STEVE		root
LEDS_TEST3DB_RGNI_STEVE		root
LEDSTEST_CO_DISTRICT_ATTORNEY	Test LEDS DA	LEDSTEST_COUNTY_SHERIFF
LEDSTEST_COUNTY_COMMUNICATIONS	Test County Communications	LEDSTEST_PD
LEDSTEST_COUNTY_SHERIFF	TEST Sheriff Agency	root
LEDSTEST_PD	Test LEDS Police Department	LEDSTEST_COUNTY_SHERIFF
MULT_CO_BOOKING__TEST		root

Device IDs (15 of 74) [View All](#)

Device ID	Description
2VE1	FORS Test Coos Bay PD
2VE2	FORS Test Coos Bay PD
SUB0	LEDS-PROGRAM TESTING
SUB1	LEDS-PROGRAM TESTING
SUB2	LEDS-PROGRAM TESTING
SUB3	LEDS-PROGRAM TESTING
SUB4	LEDS-PROGRAM TESTING
SUB5	LEDS-PROGRAM TESTING

*Search Results showing a specific category*

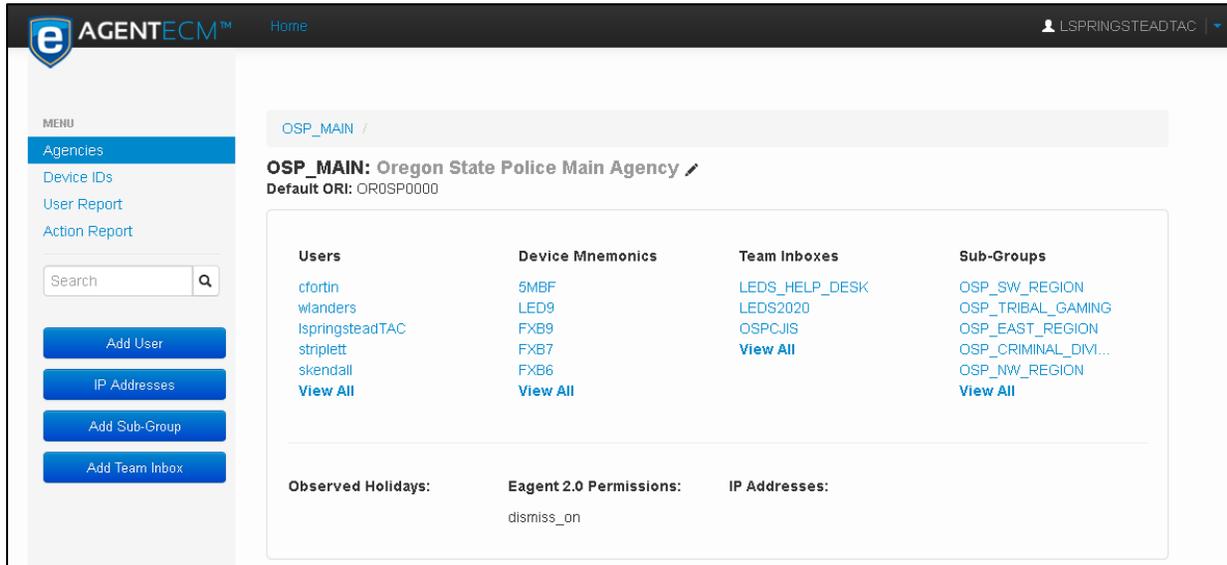
Agency Results

Agency	Description	Parent
LEDS_PROGRAM_TESTING		root
LEDS_TEST2_RGNI_STEVE		root
LEDS_TEST3DB_RGNI_STEVE		root
LEDSTEST_CO_DISTRICT_ATTORNEY	Test LEDS DA	LEDSTEST_COUNTY_SHERIFF
LEDSTEST_COUNTY_COMMUNICATIONS	Test County Communications	LEDSTEST_PD
LEDSTEST_COUNTY_SHERIFF	TEST Sheriff Agency	root
LEDSTEST_PD	Test LEDS Police Department	LEDSTEST_COUNTY_SHERIFF
MULT_CO_BOOKING__TEST		root
MULT_CO_JAIL_CORR_REC__TEST		root
OSP_TEST_CAD_1		root
OSP_TEST_CAD_2		root
OSP_TEST_CAD_3		root
OSP_TEST_CAD_4		root
OSP_TEST_CAD_5		root
OSP_TEST_MDT_1		root
OSP_TEST_MDT_2		root
OSP_TEST_MDT_3		root
OSP_TEST_MDT_4		root
OSP_TEST_MDT_5		root

Showing 1 to 29 of 29 entries

### 3 LEDS 2020 User Administration – TACS & Admins

When logged in as a TAC; you will be able to immediately see the agency you are assigned to. If you are the TAC of an agency that has sub-groups, you can navigate to them via the sub-group section on the right. Users will show up under agencies that they are assigned to. In this scenario, a TAC for the OSP\_MAIN agency could edit a user in the CJIS Subgroup by selecting the CJIS Sub-group and selecting the User they need to edit. TACS can view Devices under their agency but are limited in the edits they can make to them. Please contact the Leds Help Desk with any issues.



A Users settings page looks like the picture on the right. By clicking on the pencil icon (next to the name), you can edit the user's settings.

User Name: rhoskins1 (Hoskins-Test, Russ) ✎

The user form (pictured below) will allow you to edit details for the user, including new certification expiration dates, updating their password, or inactivating a user account. NOTE: You will only be able to edit those listed as 'Users'. If you need to make changes to a TAC account, please contact the LEDS Help Desk for assistance.

The screenshot shows the 'Edit User' form for user 'shathaway'. The form includes the following fields: Parent Agency (dropdown menu), Username (text input), First Name (text input), Last Name (text input), Access Level (dropdown menu), Device ID (text input), Middle Name (text input), Suffix (text input), Menu (dropdown menu), Authentication Policy (dropdown menu), and Domain (dropdown menu). The form is titled 'Edit User: shathaway' and is located within the OSP\_MAIN agency context.

## 4 User Set-up



From your main page, you can click on the Add User button on the left navigation panel. Once you have selected the Add User button, the screen below will appear.

**\*All fields with an asterisk are required fields.**

A screenshot of the 'Add User' form. The form is titled 'Add User' and contains several fields with asterisks indicating they are required. The fields are: 'Parent Agency' (dropdown menu with 'GLADSTONE\_PD' selected), 'Username' (text input), 'First Name' (text input), 'Last Name' (text input), 'Access Level' (dropdown menu with 'USER' selected), 'Device ID' (text input), 'Middle Name' (text input), 'Suffix' (text input), and 'Menu' (dropdown menu with 'Criminal Justice Agencies' selected).

1) Ensure they are entered under the correct Parent Agency if you are a TAC with multiple agencies under you.

2) Username is first initial and last name. All letters must be lowercase. If you receive a message that the username already exists, please contact the LEADS Helpdesk ([LEADS.Helpdesk@osp.oregon.gov](mailto:LEADS.Helpdesk@osp.oregon.gov)) to ask if the user already has an eAgent account at another agency so we can transfer the account. If it's confirmed the user doesn't have an account, you will add a number at the end (1, 2, 3, etc.)

3) The access level will be set automatically at the 'user' setting. If this person is a TAC for your agency, please send an email to the LEADS Helpdesk and let them know that you need this user account to be a TAC account.

4) Device IDs are established by the LEADS Helpdesk. These are 4-digit alpha numeric numbers. Select any Device ID that begins with a '5'. Once the number '5' is keyed into the 'Device ID' box, available device IDs will appear below the box. Click on the next available device ID. If nothing appears when typing in '5', please contact the LEADS Helpdesk to ask what the next available device ID combination is.

5) The menu will either be set at 'Criminal Justice Agency' or 'Non-Criminal Justice Agency', depending on your agency type.

6) Entering a phone number will allow a user to receive a text for password changes etc. Be aware of this if your agency has policies on using personal cell phones for work.

A screenshot of the 'Authentication' and 'eAgent 2.0 Permissions' sections of the user setup form. The 'Authentication' section includes: 'Policy' (dropdown menu with 'First-Factor Only' selected), 'Domain' (dropdown menu with 'OSPEAGENT' selected), 'Phone Number' (text input), 'Certification Expiry Date' (text input with placeholder 'yyyy-mm-dd'), 'Password' (text input), 'nexTEST User Level' (dropdown menu), and 'IP Address' (dropdown menu). The 'eAgent 2.0 Permissions' section includes: '2.0 User' (checkbox), 'Geolocation Disabled' (checkbox), 'Multiple Sessions' (checkbox), and 'Extended Session' (checkbox). There is also an 'Active' checkbox which is checked, and a 'Save User' button at the bottom.

7) Any LEADS User is required to enter their valid LEADS Certification Expiration date. TACS will need to keep this information accurate.

8) As a TAC, you can enter a new password into the password field. It will ask the User to change the password the first time they log in.

9) Select 'Save User'

**Once you have finished account set-up**, you will need to email the LEDS Help Desk to complete the process. The account will be unable to process transactions in LEDS until the LEDS Help Desk has assigned the MKE Group (permissions), the ORI Group (if necessary), and has granted access to eAgent 2.0.

When you e-mail the LEDS Help Desk, please include:

Username for the account

Default ORI

What MKE permissions are needed (you may need to look at a similar user to determine this)

Any additional information that may be necessary (a different sub-group, Device ID, etc.)

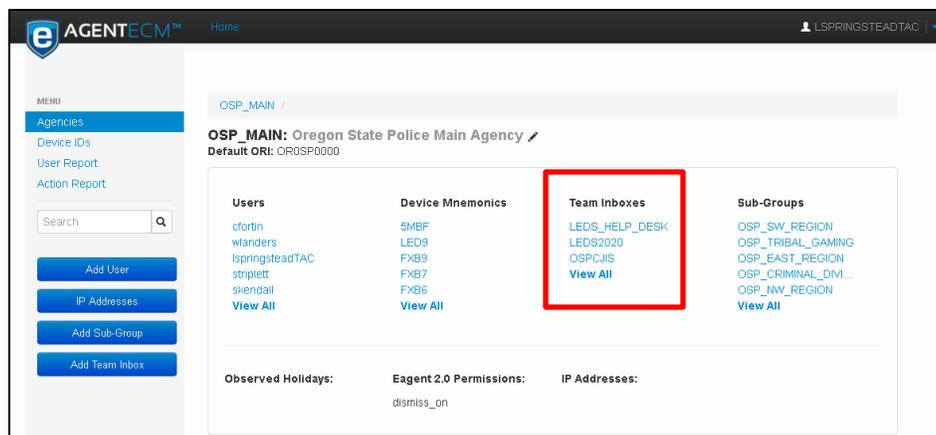
If the user needs to have the access level of a TAC

## 5 Assigning Users to a Team Inbox

The Team Inbox is a functionality in LEDS 20/20 that allows users to receive unsolicited messages (AMs, BOLOs, ATLS, Hit Confirmation Responses, etc.) in one inbox, replacing the physical printers at your agency. It's best practice to have more than one user in the team inbox for the agency to review received messages if the main user is out of the office. For example, in OSP Area Commands, the office staff (LEDS Rep) is the main person in the inbox, but the Area Command Sergeants and Lieutenant are also a part of the inbox to review messages received when the office staff are not available.

Follow the steps below to add users to an established Team Inbox:

1. From the main Agencies Page, select the Team Inbox you would like to add the user to.



2. Click the pencil next to the Users section.



3. A list of users assigned to this ORI will appear on the next screen. Click the check box next to the names of those individuals you would like to have access to the Team Inbox. Finally, click 'Update' at the bottom of the page.