



# JNET Automated Registration & User Provisioning System

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**USER GUIDE**

*March 12, 2010, Version 1.3*

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## Revision History

| Version | Date      | Author(s)   | Revision Notes                            |
|---------|-----------|-------------|---|
| 1.0     | 5/13/2008 | Monika Ross | Initial version of Auto Reg.              |
| 1.1     | 3/17/2009 | Monika Ross | Add self provisioning for existing users. |
| 1.2     | 6/25/2009 | Monika Ross | Updated Auto Reg Process                  |
| 1.2     | 9/4/2009  | Monika Ross | Updated Screens                           |
| 1.2     | 2/8/2010  | Monika Ross | Edits and Revisions                       |
| 1.3     | 3/12/2010 | Monika Ross | Edits and Revisions                       |
|         |           |             |   |
|         |           |             |   |
|         |           |             |   |

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# 1 Introduction

This user guide is designed to help new users register for access to the Commonwealth of Pennsylvania Justice Network (JNET). This manual will walk you through the process of creating your profile and submitting your request, take the necessary training and download your certificates (where available).

In addition, this guide has been extended to assist existing users in requesting additional entitlements to various applications in the JNET system. The document will also show you how to check your existing roles and update your user profile information.

# 2 Getting Started

In order to request access, go to the JNET Portal – [www.jnetportal.state.pa.us](http://www.jnetportal.state.pa.us)



Figure 1 - JNET Public Site Home Page

Click on **Administrative Tools** from the menu on the left side of the web page. You will be presented with a list of options in the center of your screen. Click on **JNET Automated Registration** to begin the automated registration process.



Figure 2 - JNET Automated Registration

## 2.1 JNET Automated Registration

Throughout this process, the application will prompt you to enter personal information. This information is necessary to complete your registration and will be encrypted for your protection.

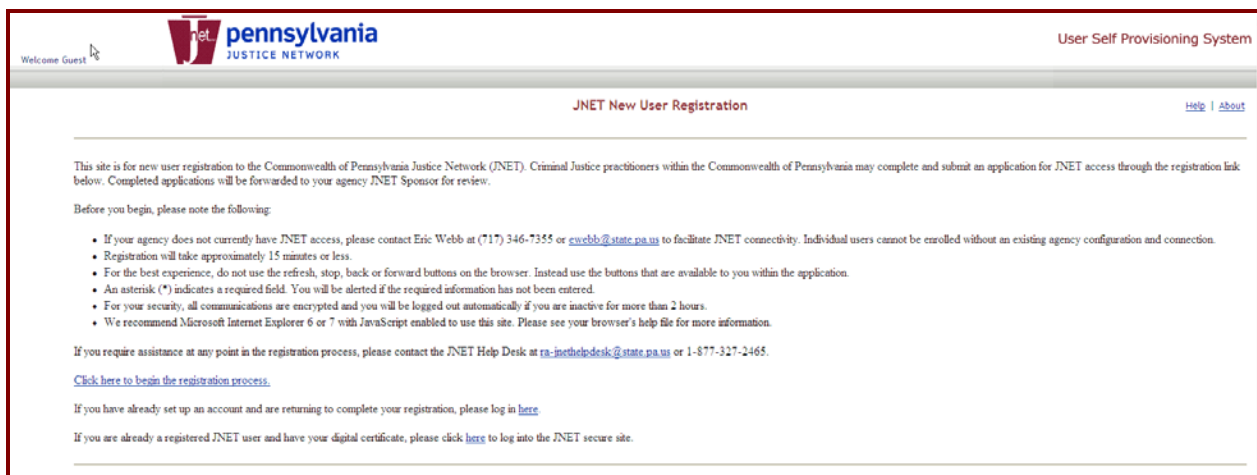


Figure 3 – Registration Page

Before beginning, it is important that you take a moment to read the instructions first. When you are ready to begin, click the link provided to you.

## 2.2 Creating Your Account

You will need to create a login id using username and password. This will allow you to exit and enter the application until your registration is complete. Once you download your digital certificate, you will no longer need to use it.

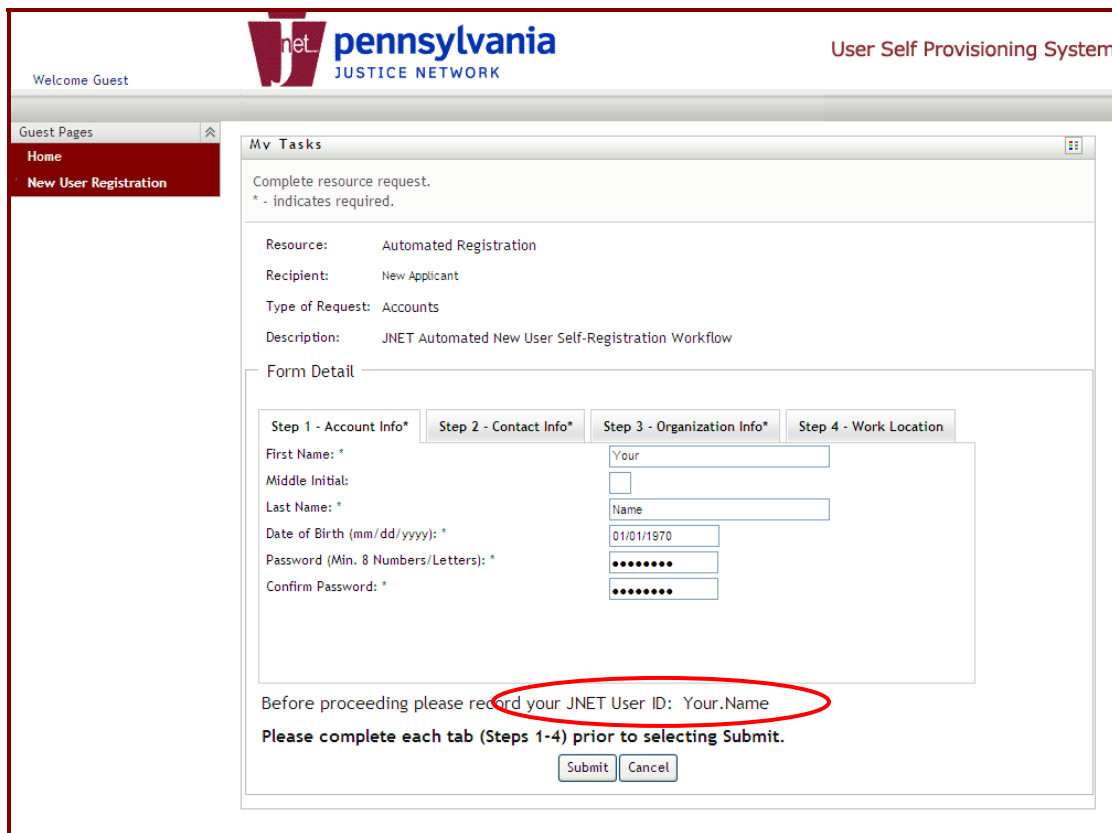
### 2.2.1 Step One – Account Info Tab

On the first tab, enter your first name, middle initial, last name, date of birth and password. Your password should conform to the Commonwealth standards of at least 8 characters, one upper case letter and one number. Special characters may be used but are not required. Please remember to keep your password secure.



**Note:** \* Denotes required fields.

After you have entered the required information, continue to step 2 by clicking the **Contact Info Tab**.



The screenshot shows the 'New User Registration' page in the JNET Pennsylvania User Self Provisioning System. The page title is 'Welcome Guest' and the user is logged in as 'Guest'. The main content area is titled 'My Tasks' and displays a resource request for 'Automated Registration' for a 'New Applicant'. The request details include 'Type of Request: Accounts' and 'Description: JNET Automated New User Self-Registration Workflow'. Below this is the 'Form Detail' section, which is divided into four tabs: 'Step 1 - Account Info\*', 'Step 2 - Contact Info\*', 'Step 3 - Organization Info\*', and 'Step 4 - Work Location'. The 'Step 1 - Account Info\*' tab is active and contains the following fields: 'First Name: \*' (text box with 'Your'), 'Middle Initial:' (text box), 'Last Name: \*' (text box with 'Name'), 'Date of Birth (mm/dd/yyyy): \*' (text box with '01/01/1970'), 'Password (Min. 8 Numbers/Letters): \*' (password box with 8 dots), and 'Confirm Password: \*' (password box with 8 dots). Below the form, there is a message: 'Before proceeding please record your JNET User ID: Your.Name' (circled in red), followed by 'Please complete each tab (Steps 1-4) prior to selecting Submit.' and 'Submit' and 'Cancel' buttons.

Figure 4 – Step 1: Account Info

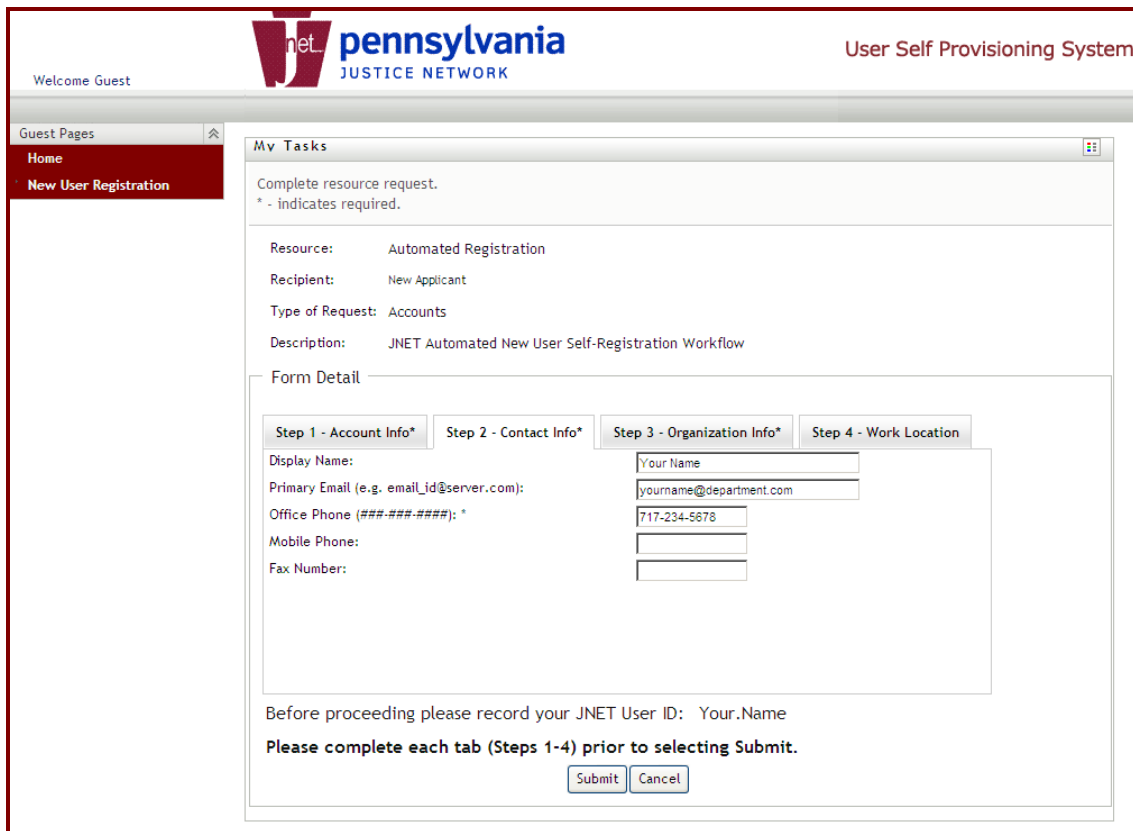


Your JNET User ID is displayed at the bottom of the screen. Please record and retain your user id and password, it will be required to complete the registration process.

### 2.2.2 Step 2 – Contact Info

Step 2 of the process will allow you to enter your contact information. This information will be stored in your user profile as part of your account. The email address, although it is not required, is an important part of the process because it is used to send notifications during the registration phase. If you do not have an agency/county email, you may use a personal email account like yahoo, gmail, msn, hotmail, etc...

Your Name will carry over from Step 1 and is displayed in the first field – Display Name. Enter your email address and office number (mobile and fax numbers are optional) then continue to step 3 by clicking the **Organization Info Tab**.



The screenshot shows the 'User Self Provisioning System' interface. At the top, there is a 'Welcome Guest' message and the JNET Pennsylvania JUSTICE NETWORK logo. A navigation menu on the left includes 'Home' and 'New User Registration'. The main content area is titled 'My Tasks' and contains a task card for 'Automated Registration'. The task details include: Resource: Automated Registration, Recipient: New Applicant, Type of Request: Accounts, and Description: JNET Automated New User Self-Registration Workflow. Below this is a 'Form Detail' section with four tabs: 'Step 1 - Account Info\*', 'Step 2 - Contact Info\*', 'Step 3 - Organization Info\*', and 'Step 4 - Work Location'. The 'Step 2 - Contact Info\*' tab is active, showing input fields for 'Display Name' (pre-filled with 'Your Name'), 'Primary Email (e.g. email\_id@server.com):' (pre-filled with 'yourname@department.com'), 'Office Phone (###-###-####): \*' (pre-filled with '717-234-5678'), 'Mobile Phone:', and 'Fax Number:'. At the bottom of the form, there is a message: 'Before proceeding please record your JNET User ID: Your.Name' and a note: 'Please complete each tab (Steps 1-4) prior to selecting Submit.' with 'Submit' and 'Cancel' buttons.

Figure 5 – Step 2: Contact Info

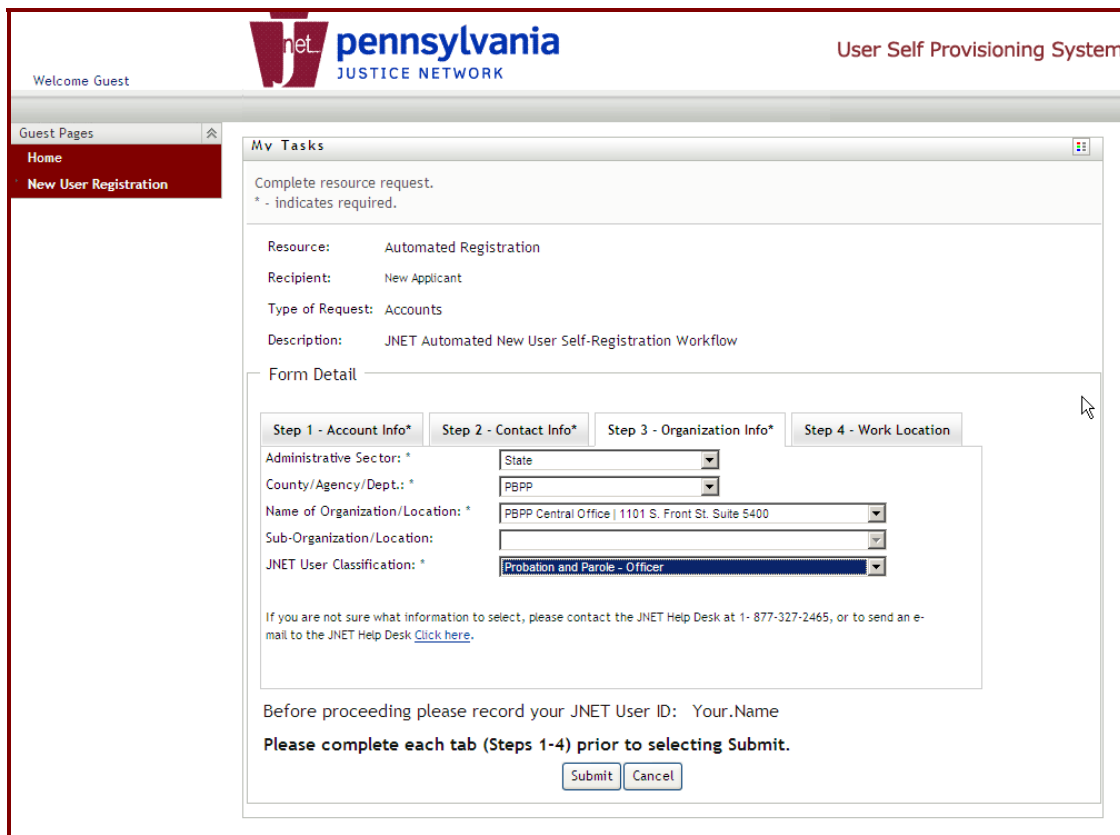
### 2.2.3 Step 3 – Organization Info

Step 3 will allow you to identify your County, Agency, and Location. Use the dropdown menus to select the appropriate information. In the first field you must choose your *Administrative Sector*: Business Partner, County/Local, Federal, or State. The second field is dependent upon the first field and will allow you to choose either a County or State/Federal Agency.

For example: In Administrative Sector you choose County, in the *County/Agency/Dept* field a list of all 67 counties will appear alphabetically. If however you choose State, Federal or Business Partner, a list of agencies will appear. Therefore these fields must be populated in order from the top to the bottom.

The *Organization/Location* field will allow you to choose your agency along with the address. If your agency has a secondary location, you will be able to select it in the *Sub-Organization/Location* field. In the last field you will identify your *Classification*: Administrative Support, IT Support, Officer or Professional. Each classification is designed to give you a predefined set of roles. Roles are what JNET uses to grant you access to various applications. If you choose the wrong classification, your Sponsor may deny your request for access and you will need to resubmit.

When you have finished, click Step 4 – **Work Location**.



The screenshot shows the 'JNET Pennsylvania JUSTICE NETWORK' logo at the top left and 'User Self Provisioning System' at the top right. A navigation menu on the left includes 'Home' and 'New User Registration'. The main content area is titled 'My Tasks' and contains the following information:

- Resource: Automated Registration
- Recipient: New Applicant
- Type of Request: Accounts
- Description: JNET Automated New User Self-Registration Workflow

The 'Form Detail' section has four tabs: 'Step 1 - Account Info\*', 'Step 2 - Contact Info\*', 'Step 3 - Organization Info\*', and 'Step 4 - Work Location'. The 'Step 3 - Organization Info\*' tab is active, showing the following fields:

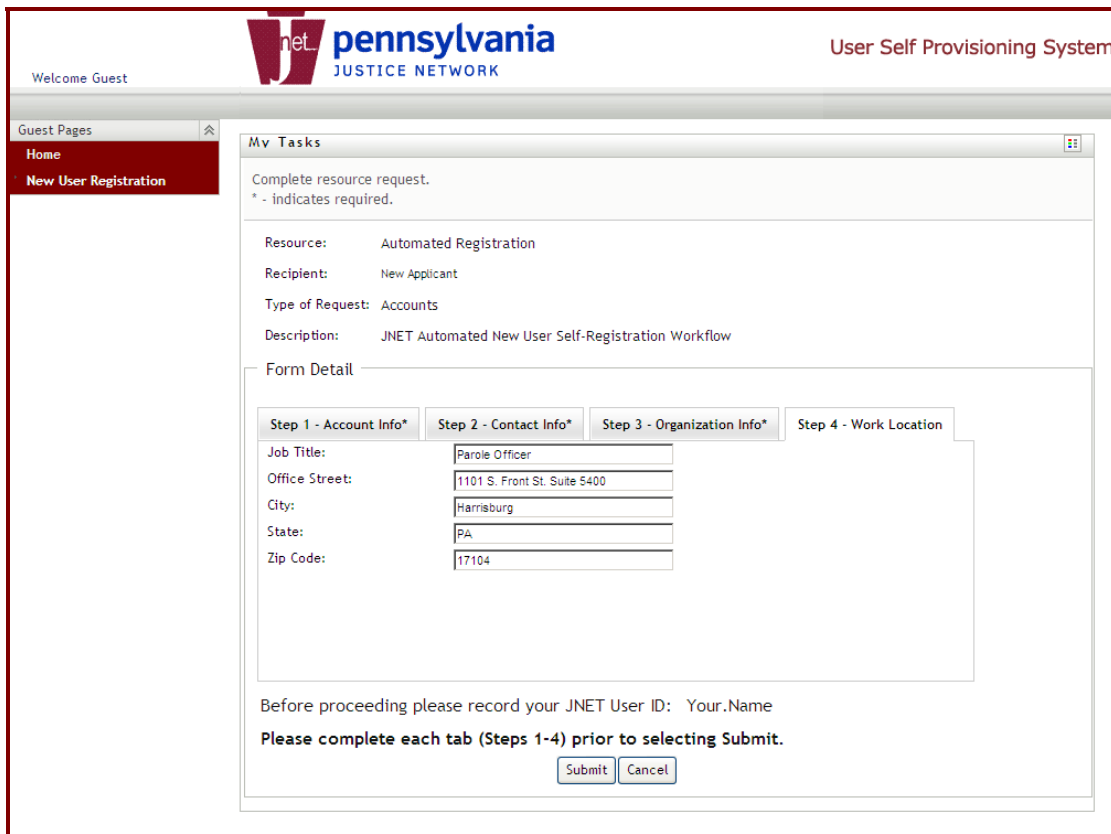
- Administrative Sector: \* (Dropdown menu showing 'State')
- County/Agency/Dept.: \* (Dropdown menu showing 'PBPP')
- Name of Organization/Location: \* (Dropdown menu showing 'PBPP Central Office | 1101 S. Front St. Suite 5400')
- Sub-Organization/Location: (Dropdown menu)
- JNET User Classification: \* (Dropdown menu showing 'Probation and Parole - Officer')

Below the form, there is a note: 'If you are not sure what information to select, please contact the JNET Help Desk at 1- 877-327-2465, or to send an e-mail to the JNET Help Desk [Click here](#).' Below that, it says 'Before proceeding please record your JNET User ID: Your.Name' and 'Please complete each tab (Steps 1-4) prior to selecting Submit.' At the bottom are 'Submit' and 'Cancel' buttons.

Figure 6 - Step 3: Organization Info

## 2.2.4 Step 4 – Work Location

Congratulations, you are almost done with your registration. The work location tab is the last tab before you can submit your request. In the first field, enter your position or job title. The remaining fields are automatically populated based on your previous selections from Tabs 3, however you should verify the information is correct.



Welcome Guest

Guest Pages

- Home
- New User Registration

**My Tasks**

Complete resource request.  
\* - indicates required.

Resource: Automated Registration  
Recipient: New Applicant  
Type of Request: Accounts  
Description: JNET Automated New User Self-Registration Workflow

Form Detail

Step 1 - Account Info\*   Step 2 - Contact Info\*   Step 3 - Organization Info\*   Step 4 - Work Location

Job Title: Parole Officer  
Office Street: 1101 S. Front St. Suite 5400  
City: Harrisburg  
State: PA  
Zip Code: 17104

Before proceeding please record your JNET User ID: Your.Name  
**Please complete each tab (Steps 1-4) prior to selecting Submit.**

Submit Cancel

**Figure 7 - Step 4: Work Location**

Complete the registration process by clicking on the Submit button at the bottom of the screen. Once you hit submit you will receive a reminder to record your newly created JNET User ID.



**Figure 8 - UID alert**

Click OK to continue to the next part of the registration process.

## 2.3 JNET Required Training

Now that you have submitted your request, a number of things are happening in the background. A notification is sent to your sponsor letting them know a new user has requested access to JNET. Once your sponsor receives the email, they can view your request to complete the approval process.

At the same time you are presented with a submission page. Within the page is a link which will allow you to continue with the required training.

### 2.3.1 Continue Process from Registration

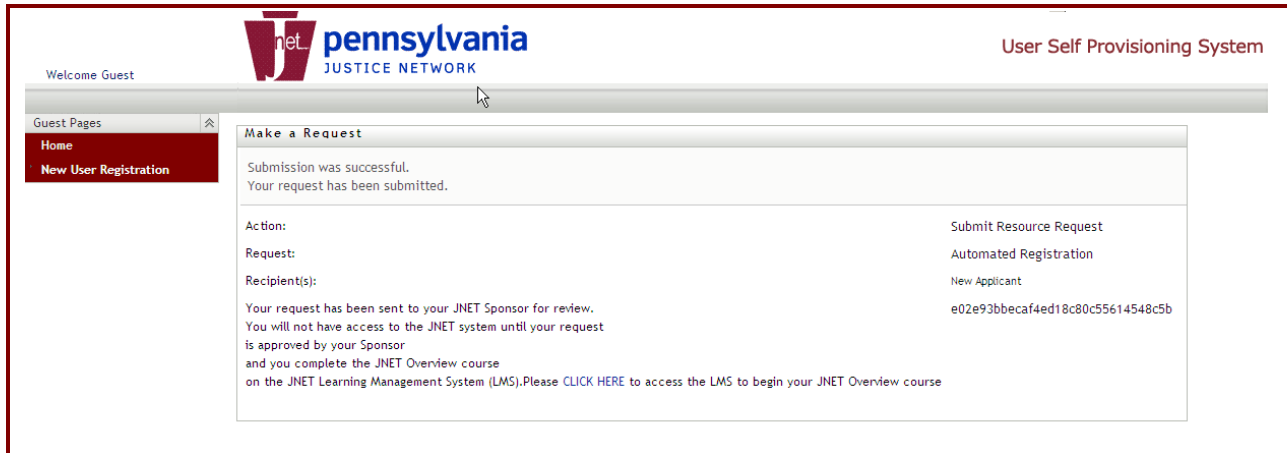


Figure 9 – Submit Request

To log in and complete the training, click on the embedded link to go to the LMS Training. The system will require you to log in using the UID and password you recorded from the previous section.



Figure 10 - Log On Page

### 2.3.2 Email Notification

If you entered your email address during the registration process, the system will use it to email you a training confirmation as well. Within the email is a link which you may also use at any time to log in and complete the required training. Should you need to leave the registration process, the email will help you to log in and continue where you left off.

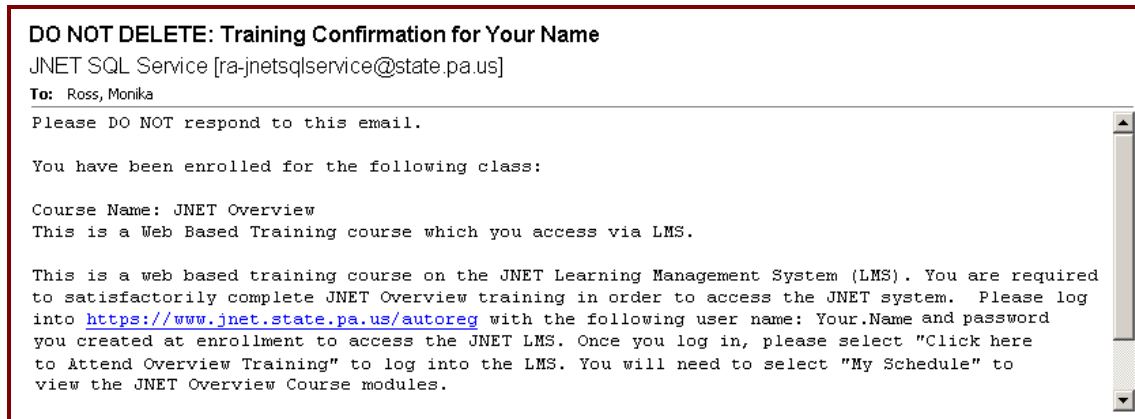


Figure 11 - Training Confirmation

## 2.4 Logging on the Learning Management System (LMS)

When you submitted your registration request, the system automatically enrolled you in JNET Overview. This is a web based training course on the JNET Learning Management System (LMS) which can be accessed 24/7. You are required to complete the JNET Overview training and pass the exam with minimum score of 70%. This course can be taken while you wait for sponsor approval.



*If you have previously taken this course with another agency, please let your sponsor know. JNET does not required you to take it again, however it is your responsibility to provide proof of your training. Without proper documentation, your Sponsor will require you to retake the JNET Overview Training.*

Now that you have established an account, you can exit the application at any time. Your information is stored in the registration form for up to 30 days. You can log back in to complete the training at a later time by using the link embedded in the email.

Whether you access the LMS from the submission page or the email notification, log on by clicking the respective link.

The system will take you directly into the LMS. Click **My Schedule** to view your training modules. The training takes approximately 1-2 hours to complete. Each module builds upon the other and therefore must be taken in order.



**Note:** *You do not have to complete all the modules at one time. If you exit the module before completing it, the system will automatically bookmark the page. When you log back into the module the system will take you to the last page you viewed.*



COMMONWEALTH OF PENNSYLVANIA  
**JUSTICE NETWORK**

[Home](#) | [Logout](#)

**Learning**

- [Course Catalog](#)
- [My Schedule](#)
- [My Transcript](#)

### Welcome Your Name



## My Schedule

**My Schedule** is a list of courses for which you have been registered and have neither completed nor exhausted all of your attempts to complete. If you do not see a course listed in **My Schedule**, review the available courses in **Course Catalog** to verify your enrollment status.

Course modules must be taken in the order in which they are listed. If an Exam is provided, you should attempt the exam after all course modules are complete. You do not have to take the Exam immediately, but **once you begin an exam, you must complete it in one sitting**. Most exams allow three attempts to pass. Each time you click "Go" to launch an exam, it is counted as an attempt. Please be sure that you are prepared to complete an exam prior to launching it.

After you complete a course, refresh **My Schedule** to display updated results. After a course has been successfully completed, or when all attempts to pass the exam are exhausted, the course information is moved to **My Transcript**, where you can obtain your Certificate of Completion, if passed. If you need additional instructions, review the Navigation Tips below or follow the User Guide to launch a course.

| JNET Overview                      | Courseware         | Quiz               | Unenroll |
|------------------------------------|--------------------|--------------------|----------|
| Module Name                        |                    |                    | Results  |
| JNET Overview, Access and Security | <a href="#">GO</a> |                    |          |
| JNET Home Page and Navigation      | <a href="#">GO</a> |                    |          |
| JNET Applications Overview         | <a href="#">GO</a> |                    |          |
| JNET Applications (Part 1)         | <a href="#">GO</a> |                    |          |
| JNET Applications (Part 2)         | <a href="#">GO</a> |                    |          |
| JNET Overview Exam                 | N/A                | <a href="#">GO</a> |          |

### Navigation Tips

- Course Name** - Click the Course Name to view details on the course.
- Evaluate this course** - Click this link to submit an evaluation course.
- Courseware/Quiz Go** - Click the Go button to launch the course.
- View schedule details** - Click this link to view course location, dates, Instructor and more.

[▲ Back to top](#)

[LMS Support](#)  
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**Figure 12 - JNET Overview Training**

To begin, click on the **GO** button for the first module. The application will load in a new window.

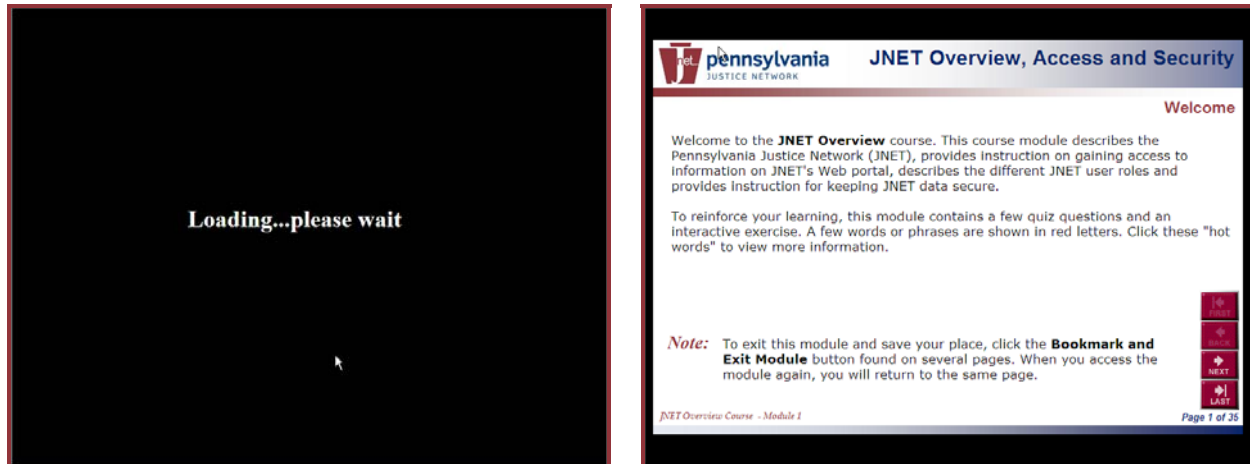


Figure 13 - Learning Management System Course

Once the module loads, you will be given instructions on how to complete the course. When you finish, the application will track your progress by checking off those modules you have successfully completed.

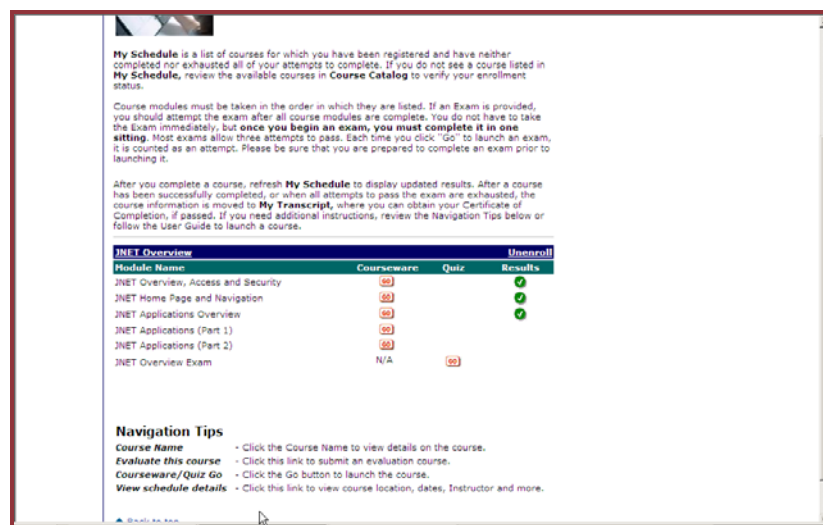


Figure 14 - LMS Module Tracking

At the end of the module you will be given an exam. The exam incorporates all the lessons taught in each module. You are given three attempts to past the exam. Unlike the modules, the exam must be completed once it is started. If you exit the exam before it is completed and graded (by the system), it will count as one attempt. Once you have past the training the system will grade the exam and move the course from **My Schedule** to **My Transcript**.

Click on **My Transcript** to print a copy of your document of completion.



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**JNET JUSTICE NETWORK**

Home | Logout

Learning  
[Course Catalog](#)  
[My Schedule](#)  
[My Transcript](#)

Welcome Your Name

 **My Transcript**

**My Transcript** is a list of courses that have either been completed successfully or have not been completed after all attempts have been exhausted. Users may retake course modules as a "refresher", but may not retake exams. A Certificate of Completion may be obtained by clicking on the "Print" link found under the "Certificate" column for Web-based courses or "Print Certificate" for on-site training courses.

| JNET Overview                      |                    |      | Evaluate this course |                       |
|------------------------------------|--------------------|------|----------------------|-----------------------|
| Module Name                        | Courseware         | Quiz | Results              | Certificate           |
| JNET Overview, Access and Security | <a href="#">GO</a> |      | ✓                    |                       |
| JNET Home Page and Navigation      | <a href="#">GO</a> |      | ✓                    |                       |
| JNET Applications Overview         | <a href="#">GO</a> |      | ✓                    |                       |
| JNET Applications (Part 1)         | <a href="#">GO</a> |      | ✓                    |                       |
| JNET Applications (Part 2)         | <a href="#">GO</a> |      | ✓                    |                       |
| JNET Overview Exam                 | N/A                |      | 100 %                | <a href="#">Print</a> |

**Navigation Tips**

**Course Name** - Click the Course Name to view details on the course.  
**Evaluate this course** - Click this link to submit an evaluation course.  
**Courseware/Quiz Go** - Click the Go button to launch the course.  
**View schedule details** - Click this link to view course location, dates, Instructor and more.

[▲ Back to top](#)

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Figure 15 - My Transcript

Located in your Transcript next to your grade is a [Print](#) link. Whenever you pass an exam in the LMS, you may print a copy of your Document of Completion as proof of certification.



**Note:** Every LMS course will have a document of completion available for you to print at any time once you successfully pass the course.

## 2.5 Signing User Agreement Form

To complete the User Agreement Form by logging into the application using your User ID and password.

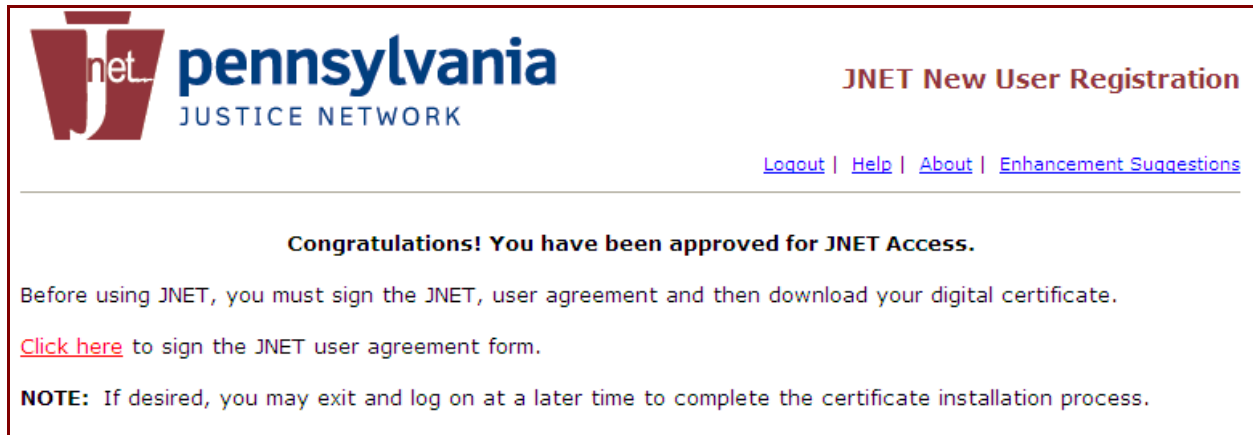


Figure 16 – Approved for JNET Access Page

Click the link to access the User Agreement Form.

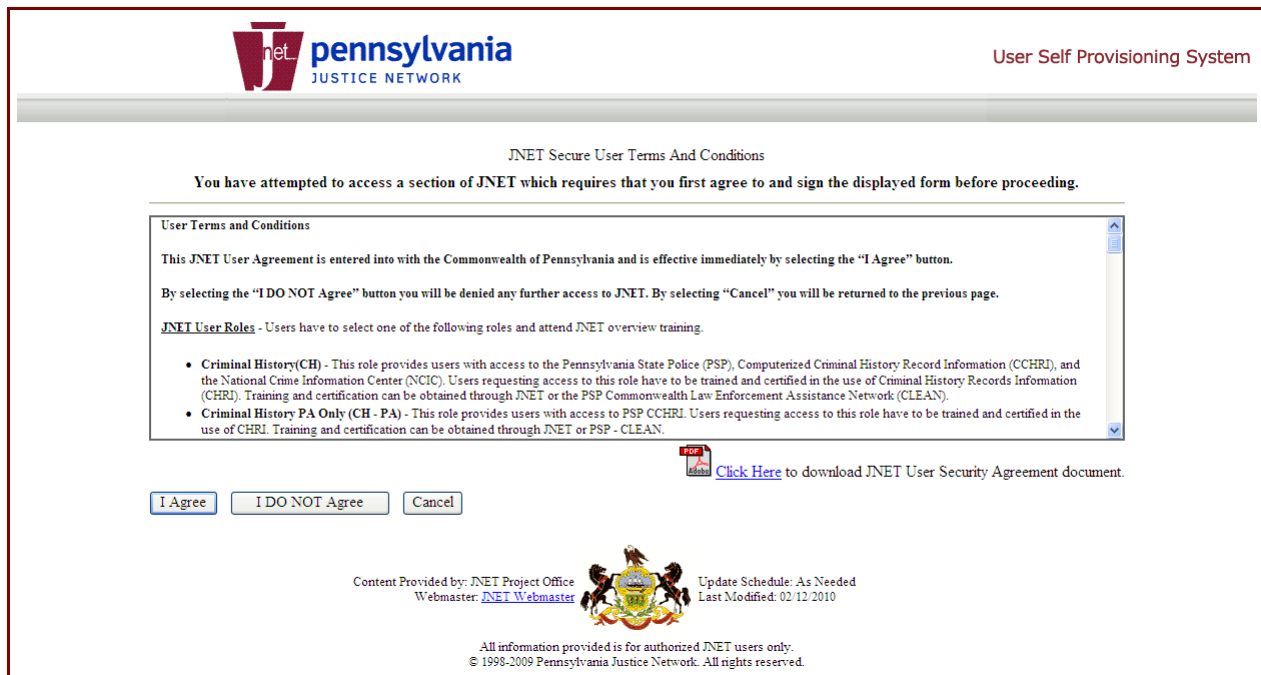


Figure 17 - User Agreement Form

To agree to the terms and conditions of the form, click the **I Agree** button. If you do not Agree and click the I DO NOT Agree button, you are routed back to the registration page.

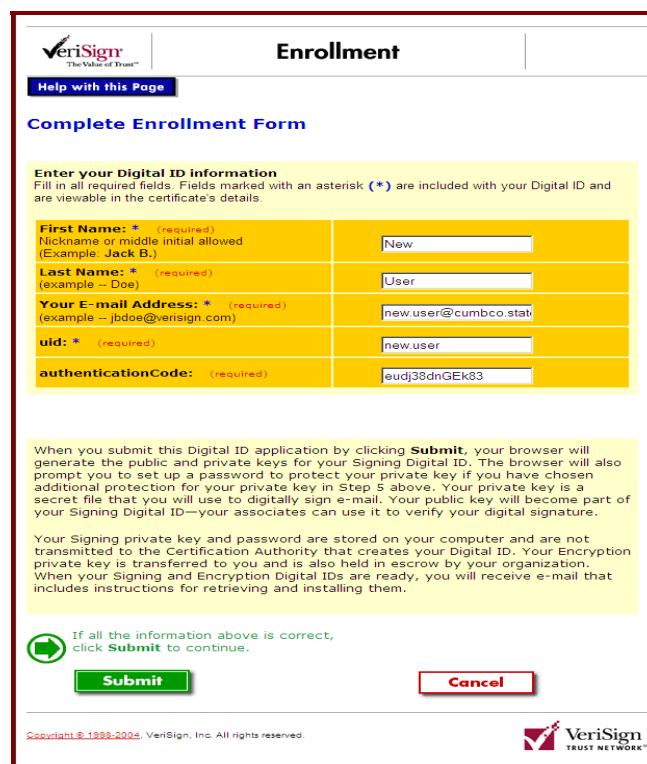
If you want a paper copy of the User Agreement form, click the .pdf icon. You must have Adobe Reader to view the .pdf. Once it is open, click print and keep a copy for your records.

Once you agree, the system will take you to your enrollment memo to download your certificates.

## 2.6 Downloading Digital Certificates

To download digital certificates you must have administrative rights on your computer. If you do not, check with your Registrar for the proper procedures for downloading certificates in your agency.

The window will open with your completed enrollment memo. **Do not change** any information on your screen for this will cause an error and prevent you from downloading your digital certificate. Scroll to the bottom and click **Submit**.



The screenshot shows the VeriSign Enrollment Form. At the top, it says "VeriSign The Value of Trust" and "Enrollment". Below that is a "Help with this Page" button. The main heading is "Complete Enrollment Form".

**Enter your Digital ID information**  
Fill in all required fields. Fields marked with an asterisk (\*) are included with your Digital ID and are viewable in the certificate's details.

|  |   |
|--|---|
| <b>First Name:</b> * (required)<br>Nickname or middle initial allowed<br>(Example - Jack B.) | <input type="text" value="New"/>                  |
| <b>Last Name:</b> * (required)<br>(example -- Doe)   | <input type="text" value="User"/>                 |
| <b>Your E-mail Address:</b> * (required)<br>(example -- jbdoe@verisign.com)                  | <input type="text" value="new.user@cumbco.stat"/> |
| <b>uid:</b> * (required)   | <input type="text" value="new.user"/>             |
| <b>authenticationCode:</b> (required)  | <input type="text" value="eudj38dnGEk83"/>        |

When you submit this Digital ID application by clicking **Submit**, your browser will generate the public and private keys for your Signing Digital ID. The browser will also prompt you to set up a password to protect your private key if you have chosen additional protection for your private key in Step 5 above. Your private key is a secret file that you will use to digitally sign e-mail. Your public key will become part of your Signing Digital ID—your associates can use it to verify your digital signature.

Your Signing private key and password are stored on your computer and are not transmitted to the Certification Authority that creates your Digital ID. Your Encryption private key is transferred to you and is also held in escrow by your organization. When your Signing and Encryption Digital IDs are ready, you will receive e-mail that includes instructions for retrieving and installing them.

If all the information above is correct, click **Submit** to continue.

Buttons: **Submit** (green), **Cancel** (red)

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Figure 18 - Enrollment Memo

Your personal certificates will download during this process and you will be prompted to set the security level and enter a password for both certificates.

When the security level dialog box appears, click **Set Security Level**.



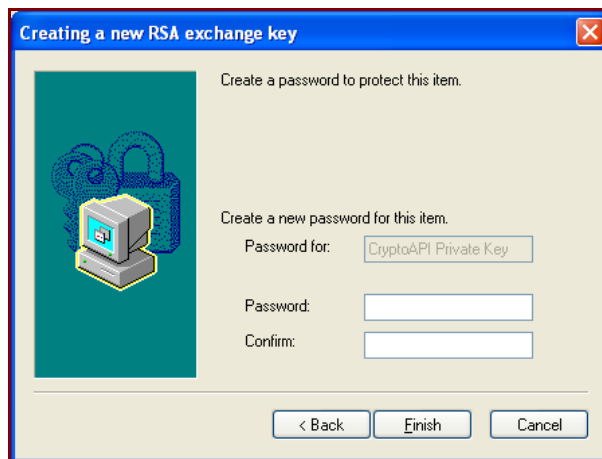
**Figure 19 - Set Security Level**

Change the level from medium to High and click Next.



**Figure 20 - Security Level**

Enter your password and click **Finish**.



**Figure 21 - Enter Password**

You will need to repeat this process again for the second certificate. It is important that you enter the same password when downloading the second certificate.

The last step in the download process is to install your Root CA and CA certificates. These certificates will establish a trust between your network and JNET.

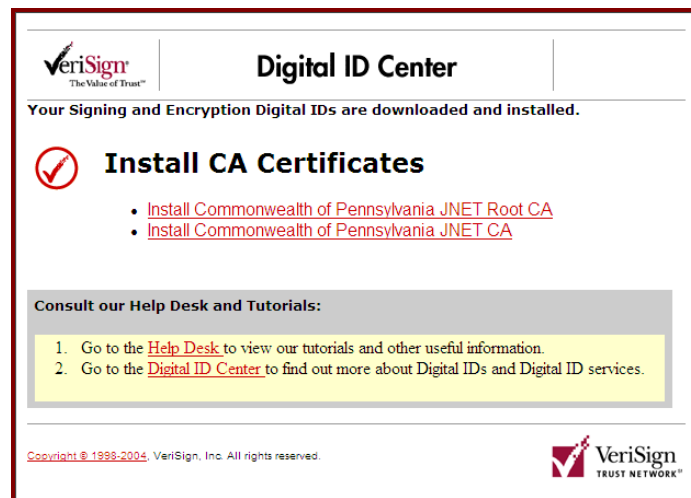


Figure 22 - JNET CA Certificates

Install each certificate separately. Click on the JNET Root CA link, open the application and follow the instructions. Repeat the process to install the JNET CA certificate. For more detailed instructions, contact your Registrar.

Now that you have downloaded your certificates, you are ready to access JNET. Close all internet browsers to clear your cache and reset your browser. Open a new browser and enter: <http://www.jnetportal.state.pa.us> to go to JNET.

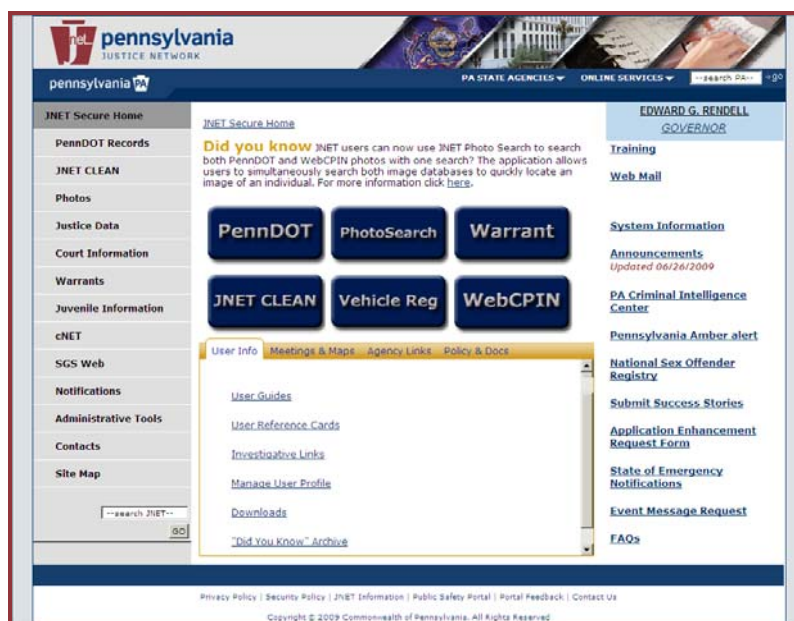


Figure 23 - JNET Home Page

## 3 Requesting New Resources

This section is for JNET users that have digital certificates installed on their computer or device. You will learn how to modify your user profile, review your current JNET roles and request access to additional JNET applications.

### 3.1 Updating User Profile

With new enhanced features in JNET, updating your user profile has never been easier. Log in JNET and click Administrative Tools → JNET User Provisioning System.



Figure 24 - User Provisioning Access

A new window will open and display your profile. Your profile will list your Sponsor, department address, your email and telephone number. Your address, email and phone number can be updated at any time by clicking on [Edit Your Information](#).



Figure 25 - Identity View

In the new window, enter or update your information. When you are done, click the Save Changes button located at the bottom of the screen.

Welcome agency sponsor

Identity Self-Service | Requests & Approvals | Roles | Logout | Help

Information Management

My Profile

Detail

Edit User

\* - indicates required.

| Attribute              | Value                        |
|------------------------|------------------------------|
| First Name:*           | Your                         |
| Middle Name:           |                              |
| Last Name:*            | Name                         |
| Suffix:                |                              |
| Employee Number:       |                              |
| Office Street Address: | 1101 S. Front St. Suite 5400 |
| Office City:           | Harrisburg                   |
| State:                 | PA                           |
| Zip Code:              | 17104                        |
| Email Address:*        | yourname@emailaddress.com    |
| Telephone Number:      | 717-123-3345                 |
| Extension:             |                              |
| FAX:                   |                              |
| Cell Phone:            |                              |
| Pager:                 |                              |

Save Changes Cancel

**Figure 26 - Edit Profile**

After your changes are saved, the **Cancel** button will change to a **Return** button. Click the Return button go back to the Identity Self Service Tab.

## 3.2 Your Roles

The Roles tab allows you to view your current level of access in JNET as well as other applications you have been granted permission to access by your sponsor. Each role assignment shows the effective date (the date you were granted permission) and the expiration date. The expiration date is only displayed for those applications that require recertification, like Criminal History; otherwise this field is blank.



| Assignment                            | Source               | Effective Date | Expiration Date | Status        |
|---------------------------------------|----------------------|----------------|-----------------|---------------|
| Criminal Justice User                 | ▶▶ Direct Assignment | 08/03/2009     |                 | ✔ Provisioned |
| DPW Recipient Address Eligible Agency | ▶▶ Direct Assignment | 08/03/2009     |                 | ✔ Provisioned |
| PennDOT Vehicle Certification         | ▶▶ Direct Assignment | 08/03/2009     |                 | ✔ Provisioned |
| PennDOT History and Photos Users      | ▶▶ Direct Assignment | 08/03/2009     |                 | ✔ Provisioned |
| JTS Eligible Agency                   | ▶▶ Direct Assignment | 08/03/2009     |                 | ✔ Provisioned |

Figure 27 - Roles Tab

You will not be able to edit the information on this tab. If you need access to additional applications, you will need to request them from your sponsor. The next section will cover how to request additional roles.

## 3.3 Request and Approvals

This section will cover the Request & Approval tab. You will understand how to request access to additional applications within JNET, recertify for Criminal History access and confirm your agency location address. This process is completely automated and notifications are sent to you electronically. If you do not have an email address listed on your profile, you should consider adding one or obtain permission to use your Manager or Supervisor's email. Review section 3.1 to learn how to update your profile.

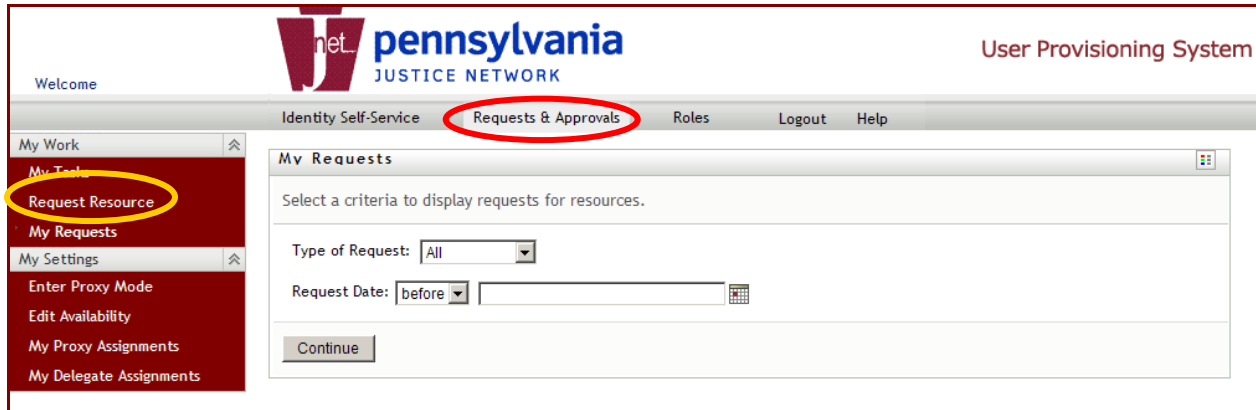
### 3.3.1 Requesting Additional Resources

To request applications in JNET, click on the Requests & Approval tab. The application initially opens on the Identity Self-Service Tab.



**Note:** If you are a sponsor or registrar, the application may open to show any pending tasks.

To begin the process, click **Request Resource** from the menu bar on the left of your screen and then click **Continue**.



**Figure 28 - Request Resource link**

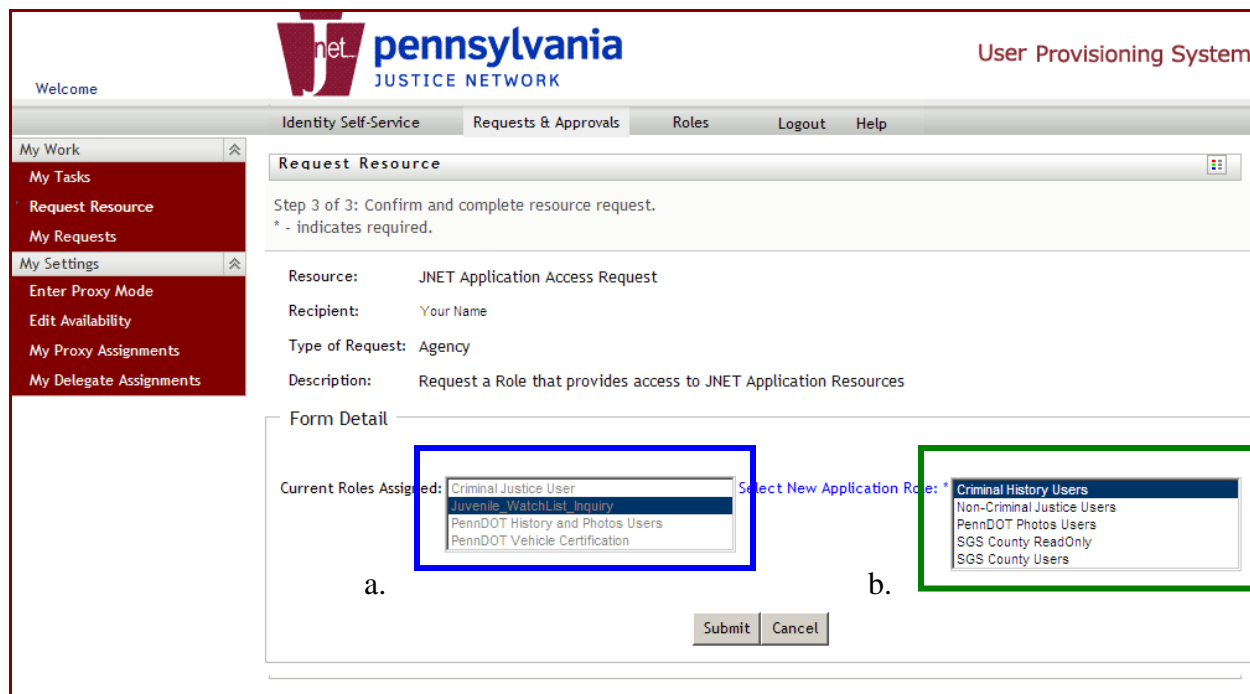
In this example we will show you the steps for requesting Criminal History access. Keep in mind the process for requesting new applications is the same, however not every application requires training unless your agency necessitates it.

Click on the [JNET Application Access Request](#) link.



**Figure 29 - Request Resources Menu**

The next screen shows you (a) all applications you currently have and (b) any additional application you are authorized to obtain based on your agency and job function. Applications you are not authorized to access will *NOT* show in the list of resources.



**Figure 30 - Assigned/Unassigned Applications**

To request the role, select Criminal History User from the list of unassigned applications. Once you select this role, additional fields will appear. The role of Criminal History requires the following information:

- Social Security number
- Date of Birth
- CLEAN/JNET CLEAN Certification Date
- Override Justification

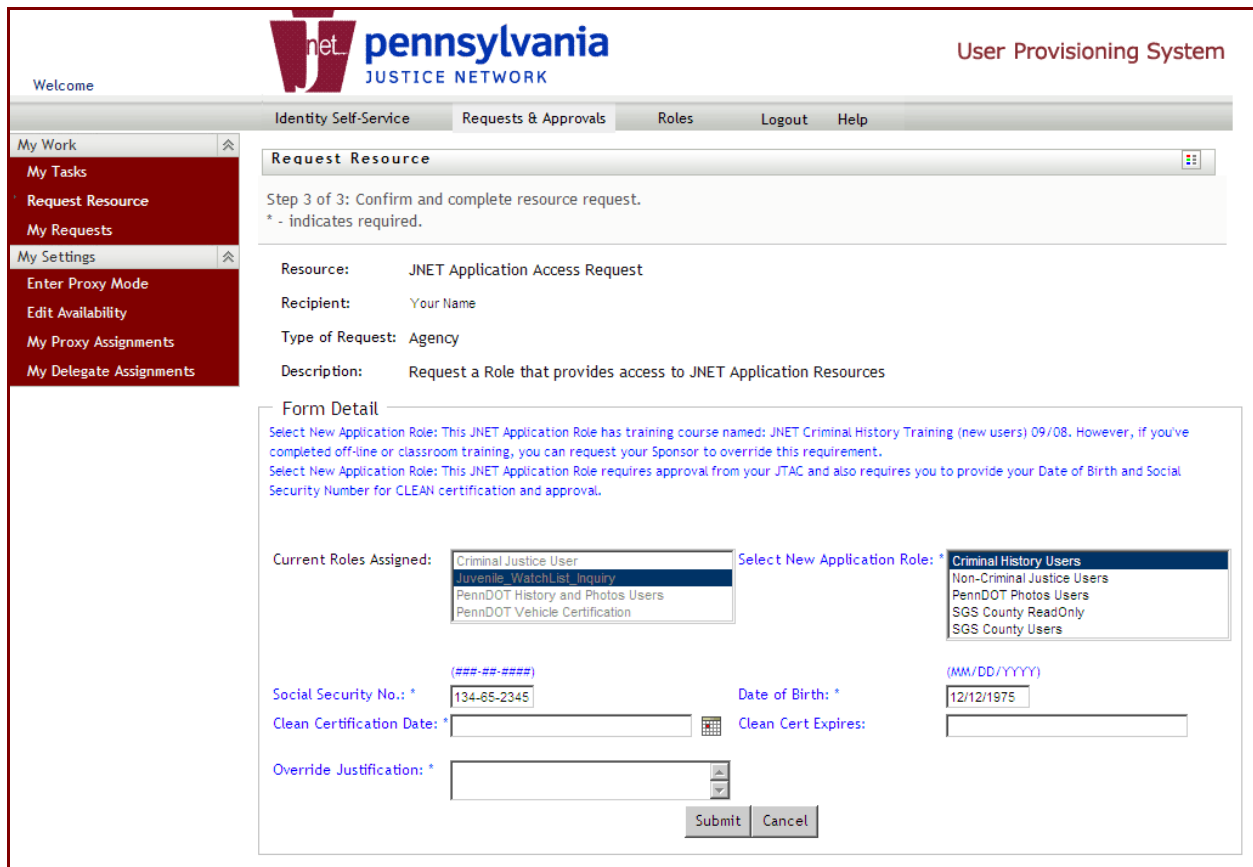


Figure 31 - Resource Requirements

### 3.3.2 Social Security and Birth Date

Social security number and date of birth are required in order to submit the request.

### 3.3.3 Certification Date

In addition to the social security number and date of birth, training is also a prerequisite for Criminal History Access. You must complete training and pass the exam before you submit the request. There is several ways to take the training:

- Through the JNET Learning Management System (LMS)
- Through your County/Agency JNET Terminal Agency Coordinator (JTAC)
- Through Pennsylvania State Police (PSP) or
- Through JNET Instructor Led Training

If you take the training via the LMS, the date you pass the exam is extracted from the LMS database and will automatically populate in the request. Since the LMS generates the date when you passed the course, you will not be able to change it.

If you take the training from any other source, you will need to enter the date of the training. Since this information is sent to your Sponsor and JTAC, we recommend that you enter the Training location and Instructor in the Override Justification field.

Override Justification: \*

**Figure 32 - Override Justification**



**Note:** Your date of birth and social security number is not passed to your sponsor during the approval process, but the JTAC is able to view this information.

Once the sponsor has approved your request for Criminal History access, the request is routed to your County/Agency JTAC for final approval. Your JTAC must validate your training and other information before approval can be granted.

### 3.3.4 Notifications

Once your sponsor has approved or denied your request, you will receive an email notification. You can also log into the application and view your request.



**Note:** The log only shows the sponsor's approval. Your JTAC has final approval before your profile is upgraded.

To view the log files, click on **My Requests**.


User Provisioning System

Welcome
Identity Self-Service
Requests & Approvals
Roles
Logout
Help

My Work

My Tasks

Request Resource

My Requests

My Settings

Enter Proxy Mode

Edit Availability

My Proxy Assignments

My Delegate Assignments

**My Requests**

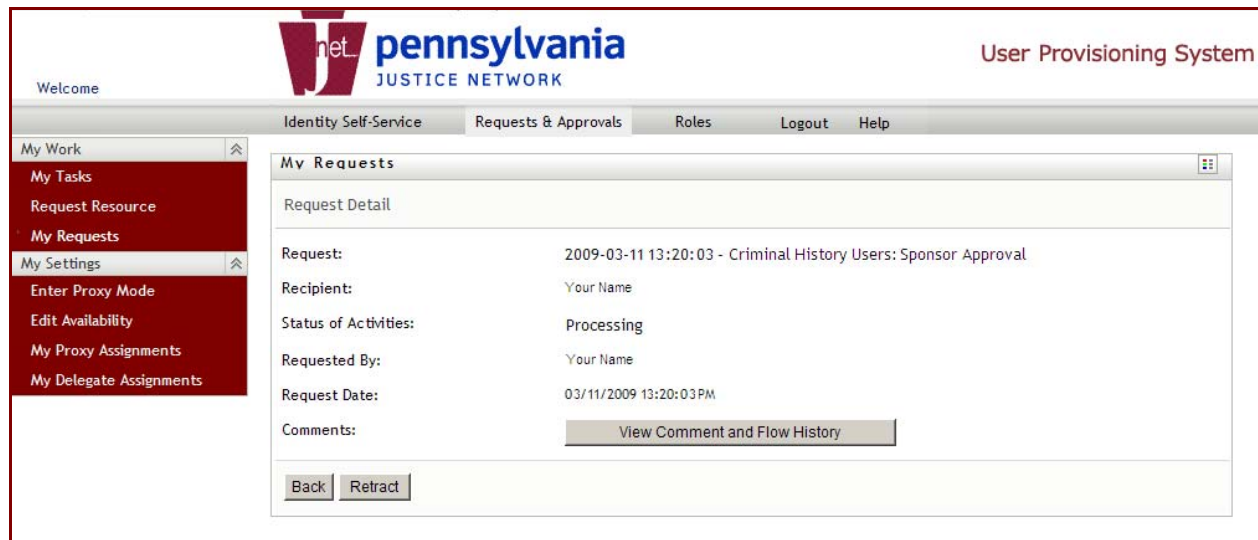
Click on the workflow name to view its details.

| Request  | Recipient | Requested By | Status              |
|--|-----------|--------------|---------------------|
| 2009-03-11 13:20:03 - Criminal History Users: Sponsor Approval | New User  | New User     | Running: Processing |

1 - 1 of 1

**Figure 33 - My Request Status File**

The window will display all your current requests and the status. To read the details of the request, click on the request link and more information is displayed.



**Figure 34 - Review Request**

Notice at the bottom of the screen (Fig 31), there are three buttons:

- View Comment and Flow History
- Back
- Retract

The **View Comment and Flow History** button allows you to view the system generated comments and any sponsor comments. The **Back** button will take you back to the previous screen and the **Retract** button will allow you to retract your request. This option is good in the event you failed to add justification comments or selected the wrong applications.

### 3.3.5 Request Approved or Denied

Now that you have submitted your request, your Sponsor and in this scenario, the JTAC must approve the request. Once the request has been approved or denied you will receive a notification of the status – Request Approved or Request Denied.

If the request is approved, your new status of Criminal History User will be reflected on the Roles tab.

Click on the Roles tab to view your new status. Notice that Criminal History User has been added and since it requires recertification in two years, it also has an Expiration Date.



The screenshot shows the 'My Roles' page in the User Provisioning System. The page title is 'User Provisioning System' and the user is logged in as 'Welcome'. The navigation menu includes 'Identity Self-Service', 'Requests & Approvals', 'Roles', 'Logout', and 'Help'. The 'My Roles' section is active, showing a table of assigned roles. The table has the following data:

| Assignment                            | Source            | Effective Date | Expiration Date | Status      |
|---------------------------------------|-------------------|----------------|-----------------|-------------|
| PennDOT Vehicle Certification         | Direct Assignment | 08/03/2009     |                 | Provisioned |
| PennDOT History and Photos Users      | Direct Assignment | 08/03/2009     |                 | Provisioned |
| Juvenile Watchlist Eligible Agency    | Direct Assignment | 08/03/2009     |                 | Provisioned |
| DPW Recipient Address Eligible Agency | Direct Assignment | 08/03/2009     |                 | Provisioned |
| JTS Eligible Agency                   | Direct Assignment | 08/03/2009     |                 | Provisioned |
| Criminal History Users                | Direct Assignment | 08/04/2009     | 07/07/2011      | Provisioned |

**Figure 35 - New Role Assigned**

You can now logout of the user provisioning tool and continue using JNET as a Criminal History (CH) user or go back to Requests & Approvals to request another role.

### 3.4 Re-Certification CH Role

The Re-Certification CH Role function is available to any user that currently has a CH or PA-CH user role to request re-certification from their JTAC.

All Criminal History users are required to recertify every two years. Re-certification can be done using the LMS. Once you pass the recertification, you will need to notify your JTAC to have your profile updated. The Re-certification link is a tool which works similarly to the JNET Access Request link.

Log into the User Provisioning Tool, click the Request & Approvals tab → Request Resource. Choose the Re-Certification CH Role link from the list of options.



**Figure 36 - Re-Certification Request**

You will need to enter the following information:

- New Certification Date
- User Comments



**Figure 37 - Re-Certification Request**

The CLEAN Cert Expiration Date is automatically calculated based on your certification date and can not be altered. User Comments should justify where or how you completed the training. Click **Submit** to send the request to your JTAC for approval.



Figure 38 - Re-Certification Request

### 3.5 View My Location

View My Location is another function every JNET user can see but can only be used by existing JNET users that are migrated from the Registrar Gateway into the User Provisioning System.



| Resource                         | Type of Request | Description   |
|----------------------------------|-----------------|---|
| JNET Application Access Request  | Agency          | Request a Role that provides access to JNET Application Resources |
| Re-Certification CH Role         | Agency          | Re-Certification of Criminal History Role                         |
| <a href="#">View My Location</a> | Agency          | Self Assignment of User's Job Location                            |

Figure 39 - View My Location

If you are an existing JNET User and we have migrated you to the User Provisioning System, you must use this link to view and set your agency address. This will ensure that your requests are routed to the appropriate Sponsor. Failure to set your information could cause a delayed in your request.

Click on **View My Location**.



Resource Request

Welcome

Identity Self-Service | Requests & Approvals | Roles | Logout | Help

**Request Resource**

Step 3 of 3: Confirm and complete resource request.  
\* - indicates required.

Resource: View My Location  
Recipient: Your Name  
Type of Request: Accounts  
Description: Self Assignment of User's Job Location

**Form Detail**

**Location Assigned to JNET User**

Recipient: Your Name  
Administrative Sector: County  
County/Agency/Dept.: County Name  
Name of Organization/Location:  
Sub-Organization/Location:  
Office Street:  
City:  
State:  
Zip Code:

Submit Cancel

**Figure 40 - View My Location**

In the fields, your County information is populated from the old Registrar Gateway. You will need to select your Organization (DA, Probation & Parole, Sheriff, Domestic Relations etc...) from the dropdown menu. The address associated with the organization will automatically populate the address fields.

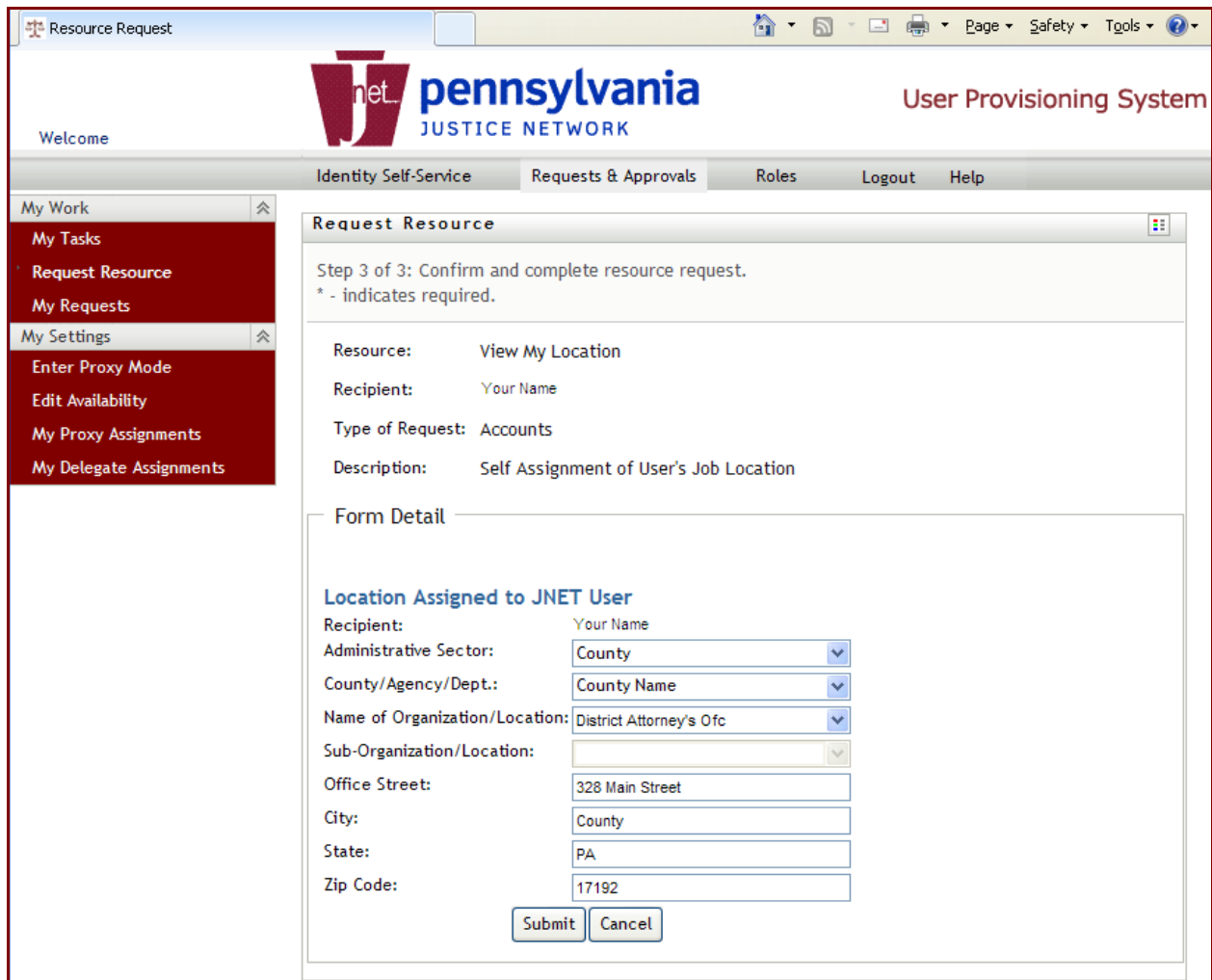


Figure 41 - Location Set

Click Submit when complete.



*The system will only allow you to set your location one time. If you are unsure what agency to select, please ask your Sponsor or Registrar before submitting. If you submit the wrong information, your Registrar will have to correct your profile and this will cause a delay or error when using JNET.*

## 4 Help Desk

Should you need further assistance with this application, please contact the JNET Help Desk toll free at (877) 327-2465, locally at (717) 783-5164 or by e-mail at: [ra-jnethelpdesk@state.pa.us](mailto:ra-jnethelpdesk@state.pa.us). The Help Desk is available Monday - Friday from 7:00 AM - 4:00 PM, excluding Commonwealth holidays.