

Caliber

PUBLIC SAFETY

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Online RMS

Accurint

Agency Administrator Guide

May 13, 2022

REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	01/30/2020	1.0	First version released.
T. Thompson	04/07/2020	2.0	Updated workflow diagram.
T. Thompson	05/13/2022	3.0	Added section for Renewals / Modifications / Cancellations.

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INTRODUCTION

Caliber Embedded Accurint queries enable one-step access to public data for identity resolution and intelligence-driven policing decisions that improve investigative outcomes, free up valuable staff, and minimize costs. Accurint queries are available from the Person Search, Address Search, and Vehicle Search pages and from the Person, Address, and Vehicle Master Indices pages.

A completed Application agreement and signed quote is required. Subscription of this service only applies to access to **LexisNexis Accurint queries from within Online RMS**. Access to run LexisNexis Accurint queries directly from the **LexisNexis website is not included**.

This document provides an overview for Caliber Online RMS Agency Admins to manage Accurint public data queries within Online RMS. The following workflow describes the process to purchase, enable and manage Accurint public data queries.

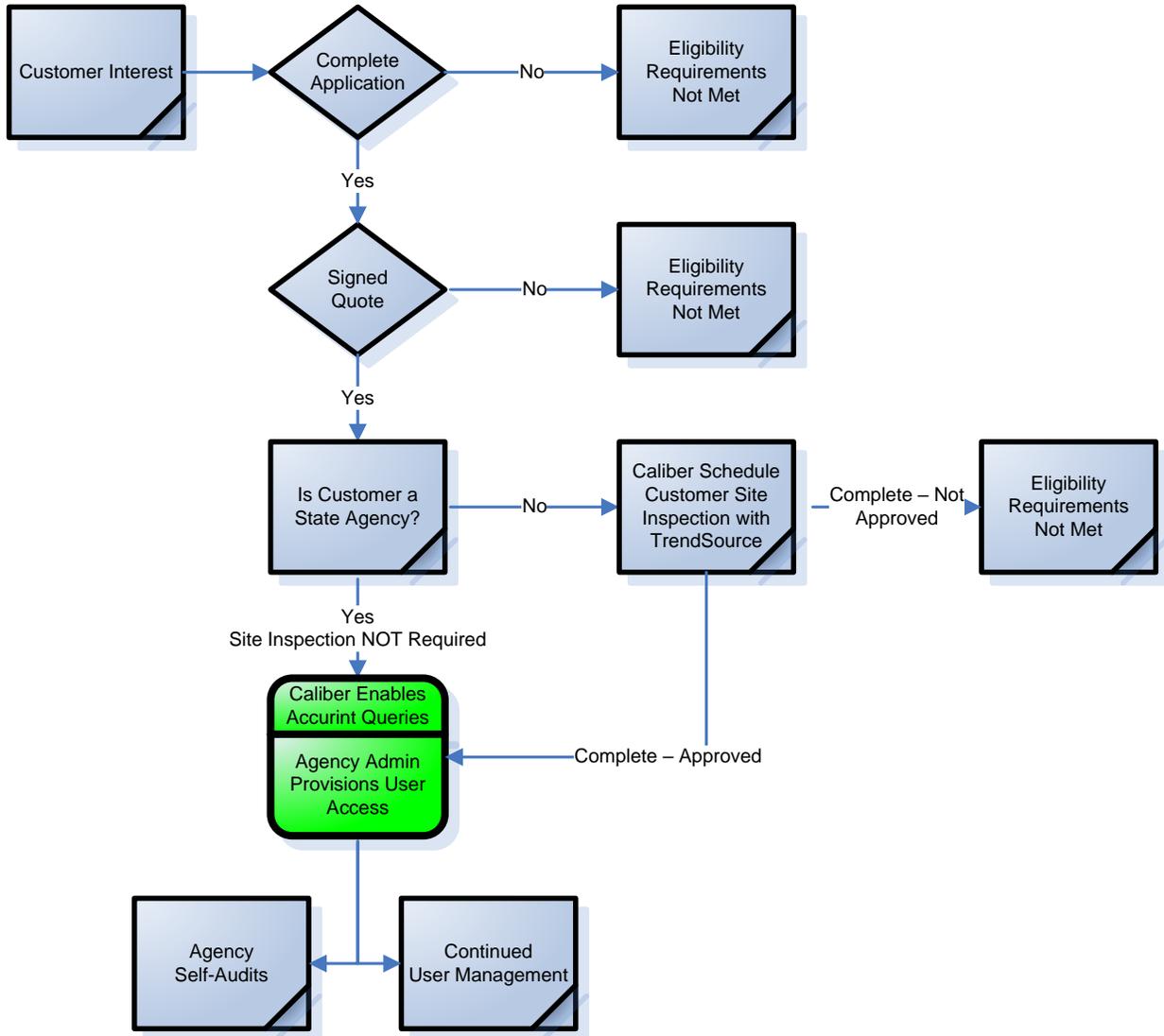


Figure1: Accurint Activation Flow of Events

ONLINE RMS ACCURINT QUERY INTEGRATION

Agency Administrator Responsibilities

Agency Administrators are responsible for provisioning user access to run the individual Accurint queries and for auditing, LexisNexis user queries. Follow the below steps to provision user access for your agency.

Provision Users:

1. From the Agency Administration – Agency Profile page, select the **“Setup User Search Interface Access”** hyperlink.



Figure 2: LN Accurint Query Setup

2. The Agency Interfaces page allows administrators to select the **Search Interface** to manage user access. Perform the following for each of the Accurint Query Interfaces by clicking on the **“Select an Interface”** LOV.
 - a. **LexisNexis: Person Search (Tab)**
 - i. Select the **“LexisNexis: Person Search (Tab)”** search interface.
 - ii. Select Users. In the users field, begin typing the users name or use the **“+”** button to select all users. To remove users, click the **“x”** preceding the user’s name or select **“-”** button to remove all users.
 - iii. Click **“Save”** to save changes.

The screenshot shows the 'Agency Interface Setup' page for 'Person Search'. The 'SELECT AN INTERFACE' dropdown is highlighted with a red box and contains 'LexisNexis: Person Search (Tab)'. Below this, the 'ASSIGNED' column shows 8 users. The 'USERS' section at the bottom is also highlighted with a red box and lists the following users: Caliber, Admin; Friday, Joe; Herrington, Benjamin; Holmes, James; Johnson, Ron; Spade, Sam; Tincan, Ken; and Tracy, Dick. There are 'Reset' and 'Save' buttons at the bottom.

Figure 3: Accurint Query Setup – User Provisioning – Person Search.

b. LexisNexis: Vehicle Search (Tab)

- i. Select **“LexisNexis: Vehicle Search (Tab)”**.
- ii. Select Users. In the users field, begin typing the users name or use the **“+”** button to select all users. To remove users, click the **“x”** preceding the user’s name or select **“-”** button to remove all users.
- iii. Click **“Save”** to save changes.

The screenshot shows the 'Agency Interface Setup' page for 'Vehicle Search'. The 'SELECT AN INTERFACE' dropdown is highlighted with a red box and contains 'LexisNexis: Vehicle Search (Tab)'. Below this, the 'ASSIGNED' column shows 7 users. The 'USERS' section at the bottom is also highlighted with a red box and lists the following users: Aseltine, Denis; Caliber, Admin; Friday, Joe; Holmes, James; Johnson, Ron; Spade, Sam; and Tracy, Dick. There are 'Reset' and 'Save' buttons at the bottom.

Figure 4: Accurint Query Setup – User Provisioning – Vehicle Search.

c. **LexisNexis: Address Search (Tab)**

- i. Select the **“LexisNexis: Address Search (Tab)”**.
- ii. Select Users. In the users field, begin typing the users name or use the **“+”** button to select all users. To remove users, click the **“x”** preceding the user’s name or select **“-”** button to remove all users.
- iii. Click **“Save”** to save changes.

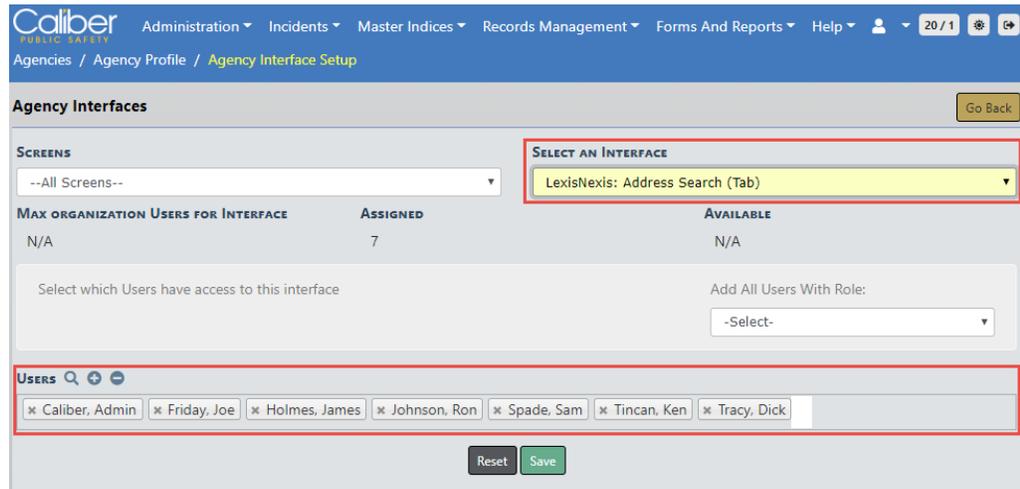


Figure 5: Accurint Query Setup – User Provisioning – Address Search.

Auditing:

1. Data returned from Accurint may include SSN and other regulated data. Queries shall only be used for Public Safety purposes, refer to your Caliber Accurint Agreement for more information. Agency Administrators are responsible for performing **self-audits** to make sure Accurint queries are for **Public Safety purposes**. Additionally, Caliber is required to periodically, conduct random audits of a few Accurint queries for compliance purposes.
2. Random Audits – Caliber will contact the Agency point of contact (POC) listed on the Caliber Accurint Agreement to request verification. This contact will occur via email and require the POC to respond to verify that the randomly selected Accurint queries were for **Public Safety purposes**.

3. Perform **self-audits**, from the Agency Administration – Agency Profile page, by selecting the **“Setup Lexis Nexis Search Interface”** hyperlink.
 - a. **“Recent Query History”** tab. Query results are cached and available to view up until 15 days. Caliber cache queries eliminate redundant charges with running the same query multiple times within the cached timeframe.
 - i. The **“Response”** column displays the XML and PDF for review depending on the type of query.
 - ii. The **“Cache Access”** column displays the number of times the same query was ran during the cached timeframe (currently set for 15 days). Mouse over the info bubble to see users that ran the same query.

User	User Agency	Query Date	Search Type	Search By	Response	Cache Access
Spade, Sam	Caliber Public Safety PD	01/30/2020 11:11	LexisNexis Person	RollupPersonSearchRequest Name.Last : GROGEN Name.First : SCOTT DOB.Year : 1980 DOB.Month : 6 DOB.Day : 16	📄	0
Spade, Sam	Caliber Public Safety PD	01/30/2020 11:07	LexisNexis Person	RollupPersonSearchRequest Name.Last : GROGEN Name.First : SCOTT DOB.Year : 1977 DOB.Month : 6 DOB.Day : 16	📄	3

Figure 6: LN Accurint – Audits – Recent Query History.

User	User Agency	Query Date	Search Type	Search By	Response	Cache Access
Spade, Sam	Caliber Public Safety PD	01/30/2020 11:11	LexisNexis Person	RollupPersonSearchRequest Name.Last : GROGEN Name.First : SCOTT DOB.Year : 1980 DOB.Month : 6 DOB.Day : 16	📄	0
Spade, Sam	Caliber Public Safety PD	01/30/2020 11:07	LexisNexis Person	RollupPersonSearchRequest Name.Last : GROGEN Name.First : SCOTT DOB.Year : 1977 DOB.Month : 6 DOB.Day : 16	📄	3

Figure 7: LN Accurint – Audits – Recent Query History – Cached User Access – Info bubble.

- b. **Audit Searches** – Offer the ability to search LN Accurint queries using a date/time range. Click the **“Audit Searches”** button to display the Audit Search page.
 - i. Use the **“Search Type”** and **“Sub Search Type”** list of values to select the type of search to audit.
 - ii. For LN Accurint audits select Address Search, Person Search, or Vehicle Search for the **Search Type** and either the Address Report, Person Comp Report, Person Rollup Report, or Vehicle Report.
 - iii. Enter a **“Date From”** and **“Date To”** to search.
 - iv. Search results are exportable in an **Excel** format.

The screenshot shows the 'Query Audit Searches' page. At the top, there are navigation links: 'Agency Profile / Lexis Nexis Configuration / Query Audit Searches'. Below this, there are several input fields: 'User' (empty), 'Agency' (dropdown menu showing '-select-'), 'SEARCH TYPE' (dropdown menu showing 'Person Search'), and 'SUB SEARCH TYPE' (dropdown menu showing 'Lexis Nexis Person Comp Report'). There are also date and time fields: 'DATE FROM' (10/14/2019), 'TIME FROM' (empty), 'DATE TO' (10/31/2019), and 'TIME TO' (empty). Below these fields are buttons for 'Go Back', 'Reset', 'Search', and a lock icon. A 'Show 10 entries' dropdown is visible. Below the search fields is a table with the following data:

ID	Search Type	Sub Type	Date	User	Agency	Parameters
100806	Person Search	Lexis Nexis Person Comp Report	10/15/2019 16:27:00	DEMO_CHIEF@IADEMO.COM	Caliber Public Safety PO	Record ID:000803519718

At the bottom of the table, there is another 'Show 10 entries' dropdown and 'Previous' and 'Next' navigation buttons.

Figure 8: Accurint Query Audit Search Page.

- c. Accurint queries are purchased as an **annual subscription pack per agency**. Agency admins can monitor Accurint Query usage against the allowed Query Package purchased.
 - i. **Monitor Usage.** From the Agency Administration – Agency Profile page, select the **“Setup Lexis Nexis Search Interface”** hyperlink. View Total Credits purchased, Remaining Credits, and Expiration Date.

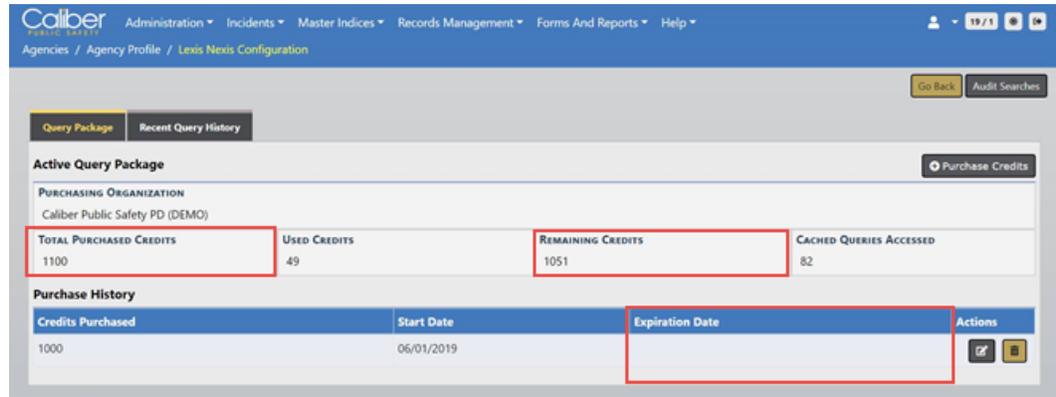


Figure 9: LN Accurint - Active Query Page – Manage Queries.

Renewals / Modifications / Cancellations:

Your Caliber Accurint query package subscription will automatically renew annually. Please notify Caliber Support by submitting a support ticket or contacting your customer success manager if you wish to modify or cancel your subscription.