

TBI HOMELAND ONLINE RECORD SYSTEM NOW AVAILABLE

The TBI Homeland Online Records System (THOR) is replacing the Consolidated Records Management System (CRMS) on July 10, 2018. THOR is a joint venture between the Tennessee Bureau of Investigation and Tennessee Department of Safety and Homeland Security. THOR fosters information sharing for all Law Enforcement personnel in Tennessee. THOR contains the same data currently found in CRMS. Users can still find information on incidents, arrests, gang data, and suspicious activity carried out within the borders of Tennessee, as well as driver's licenses, sex offender records, and Tennessee Department of Corrections records. The THOR system is a brand new interface for the data and is now fully compatible with a user's mobile device. THOR usage is still restricted to Law Enforcement personnel only.

Current CRMS users will transition to the new system on July 10, 2018. All current users will be required to complete an online training course to obtain access to the new system. The course will take approximately 1.5 to 2 hours for the user to complete and walks the user through all of the changes within the system, including the new mobile interface and logging into THOR for the first time. A link for the course and instructions for TBI Learn are listed below and on the front page of the current CRMS website. A link for the new THOR website will be provided at the end of the online training course. The training will be POST certified for 1.5 hours and Administrators will receive 2.0 hours of credit.

All TNCOP users may begin to use the new system for their submissions. Any questions regarding your TNCOP submissions must be directed to TBI's CJIS Support Center TIBRS/N-DEX Unit at TNCOP.Helpdesk@tn.gov email. If you only use TNCOP for submissions, you will need to contact the TNCOP Helpdesk for your login information. If you are a CRMS/TNCOP user, please complete the Current User Online Training Course by clicking on the link below. CRMS will remain active during this transition, but all users are encouraged to transfer to the new system as soon as possible.

To Access the Online Training Course: <http://www.tbilearn.com/course-catalog/>

REPORTING PROBLEMS

For problems with the TBI Learn Course: If the user obtains an error while using the TBI Learn course or is unable to log in to the course, they will need to contact Suzann Lafferty in TBI's Training Division. The user will need to capture a screen shot of the error, give a short description on what occurred and email the information to Suzann. Her email address is Suzann.Lafferty@tn.gov. You may also contact her by phone at 615-744-4430.

For problems, suggestions for improvement or changes with THOR: The user will need to send an email to THOR.Helpdesk@tn.gov with a screen shot of what error message they receive and what they were querying and/or screen they were using at the time. Likewise, if you have suggestions or changes that to improve the system, please use the same protocols to send your suggestions.

For problems, suggestions for improvement or changes with TNCOP: The user will need to send an email to TNCOP.Helpdesk@tn.gov with a screen shot of the error message they received and what they were querying and/or screen they were using at the time. TBI's CJIS Support Center TIBRS/N-DEx Unit will conduct TNCOP training. Likewise, if you have suggestions or changes to improve the system, please use the same protocols to send your suggestions.

If you have any questions about the transition or need additional information, you may also contact one of the following System Administrators:

IA Amy Emberton – Amy.Emberton@tn.gov – 615-744-4098

IA James Bryson – James.Z.Bryson@tn.gov – 615-744-4556

IA Agostino Manfre – Agostino.Manfre@tn.gov – 615-744-4351

Jennifer Chesser – Jennifer.S.Chesser@tn.gov – 615-744-4006