

Community Oriented Policing Services (COPS)

COPS Online User's Guide

For

The COPS E-GOV Web Servers

February 2002

**Department of Justice
Community Oriented Policing Services (COPS)
Management Information Systems
1100 Vermont Avenue, NW
Washington, DC 20530**

COPS Online Users' Guide

Section 1: General Information

1.1 Summary

The COPS Online system (“the Site”) provides Internet access to you, as one of our COPS grantees, for the purpose of grant maintenance. While Internet access can be a vital tool in grants management, higher levels of accessibility to information brings higher levels of risk to you. To help minimize threats, such as impersonation, modification and interruption, it is important that you are aware of and observe a number of security measures. These are discussed in the sections that follow.

1.2 Primary Users

The primary users of the Site are the COPS Office and our grantees, comprised of state and local police agencies around the country.

Section 2: System Security Overview:

2.1 Philosophy of Protection

COPS recognizes the open nature of the Internet is not compatible with the private nature of the information on the Site. In order for the two pieces to work together, COPS must provide the proper level of security for the Site and its users. COPS uses the standards of Confidentiality, Integrity and Availability to assess the security level provided for the Site.

2.1.1 The Site is designed for use on the Internet, for use with Netscape 4.0 or Microsoft I.E.

2.1.2 **Confidentiality**: recognizing that the Site contains information of a sensitive nature that requires protection from unauthorized disclosure.

Integrity: protecting the information from unauthorized, unanticipated, or unintentional modification, including detection of such activities.

Availability: assuring that the Site’s services are available in a timely basis to meet and carry out the COPS mission requirements.

2.1.3 The security features are automatically enabled when you log into the Site.

2.2 Security Services

COPS employs a Secure Socket Layer to protect communication between you and COPS. COPS also provides a unique identifier to you in the form of a user name and password. All information passed between COPS and you is from a secure site behind a firewall.

2.2.1 User Name and Password

The COPS Office provides you with two pieces of information that you will need in order to access the Site, a user name and a password. The default user name is the ORI code for your agency. If you wish, you may change the user name in the account maintenance function. The default password is randomly generated and cannot be reproduced if lost. In the event that you forget or lose the password, a new password can be generated at your request. It will also be your responsibility to control your employee's access to the site. It is recommended that you immediately change the account password when an employee with access to the site leaves your organization. The only time you will be prompted to change your password is upon the initial log-in. After the initial log-in you may change your password at any time in the account maintenance function. Maintaining the ongoing security of your password is your responsibility.

2.2.2 Privacy

COPS recognizes the importance of protecting the privacy of grantees, especially as it modernizes its grant administration, related modules, and web-based applications. Privacy issues are addressed when systems are being developed and privacy protections are integrated into the life cycle of our automated systems in compliance with applicable laws and regulations governing grantee privacy. For this reason and to ensure the accuracy and integrity of your agency information, COPS requires that all significant changes to your documentation be submitted by you, the grantee. We developed COPS Online as a means to facilitate this process. By using this site, you are agreeing to our policy. To see the entire privacy policy click <http://www.usdoj.gov/privacy-file.htm>.

2.2.3 Section 508 of The Rehabilitation Act - Web Accessibility

COPS is committed to making its Web Site accessible to all citizens and employees. This web site has been designed to insure that it meets or exceeds the requirements of Section 508 of the Workforce Investment Act of 1998. While our pages now meet the standard, we will be continually updating information and working to improve accessibility.

If you are having problems accessing the COPS Online, COPS Internet, or COPS MORE websites, please call, FAX, mail or send an Email to the Response Center describing the problem and someone will contact you.

U. S. Department of Justice
Response Center
1100 Vermont Ave NW
Washington, D.C. 20530

Phone: 1-800-421-6770
Fax: 202-616-8594
Email: ask.DOJRC@usdoj.gov

2.3 User Responsibility

2.3.1 Security Aspects of Internet Use

For site security purposes and to ensure that this service remains available to all users, this Government computer system employs software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals evidence of possible abuse or criminal activity, such evidence may be provided to appropriate law enforcement officials. Unauthorized attempts to upload or change information on this server are strictly prohibited and may be punishable by law, including the Computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act of 1996.

2.3.2 Password Protection

The COPS Office has generated a user name and password for you to allow access to the Site. Please note that your user name and password have been specifically created for your agency. To maintain the security of your agency's grant information, please do not share this information with individuals outside of your agency. It will also be your responsibility to control your employee's access to the site. It is recommended that you immediately change the account password when an employee with access to the site leaves your organization.

Section 3: User Procedures

3.1 System Access

3.1.1 To log on, you should go to COPS Online Login Screen and enter your user name and password. You are authorized to access any of the options listed in the Menu of Services.

You can change your user name, password, and other account information to prevent compromise of your account. On-screen instructions explicitly state not to share your user name or password with anyone.

You click the Logoff button to exit the system.

3.1.2 All approved users are sent a letter containing a pre-assigned user name and password. You will be forced to change the password after your initial log-in.

A guest to the Site who wishes to register, may do so by clicking on the Register button, completing the required fields, and submitting the data to request an account. The COPS Office reviews the request and either approves or denies it. A letter is sent out notifying the requestors that their registration requests were either approved or denied.

3.1.3 To change parts of your user profile, including the password and user name, select Account Maintenance from the Menu of Services and update the data accordingly.

3.1.4 A potential access control problems and solutions table is below. At all times, you can either call or email the DOJ Response Center.

Potential Problem:	Solution(s):
Cannot access the site	Verify URL is typed correctly.
Cannot access the site	If URL is correct, note error message, call DOJ Response Center who will notify the appropriate party.

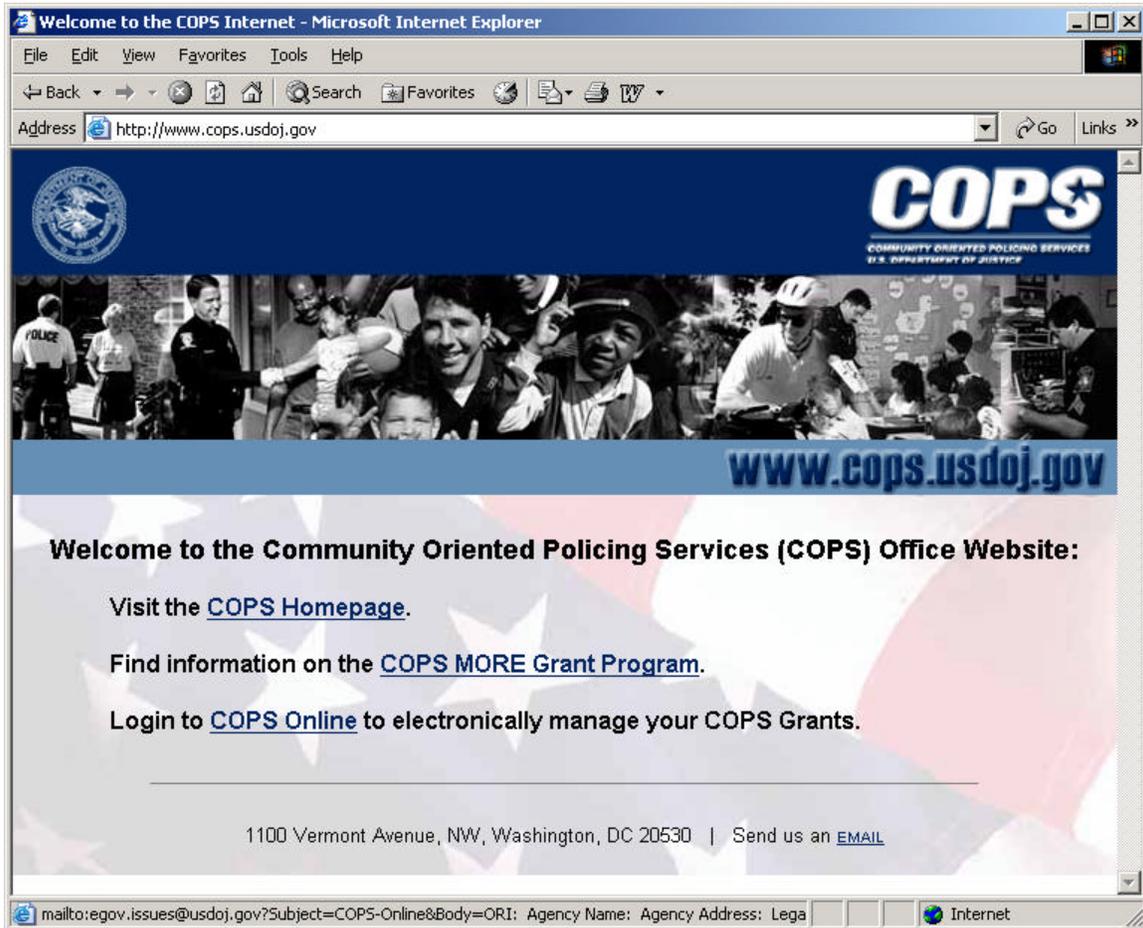
3.1.5 A potential login and/or modifying user profile problems and solutions table is below. At all times, you can either call or email the DOJ Response Center at 1-800-421-6770, ask.DDJRC@usdoj.gov

Potential Problem:	Solution(s):
Invalid Username and password	Retype Username and password. Passwords are case sensitive.

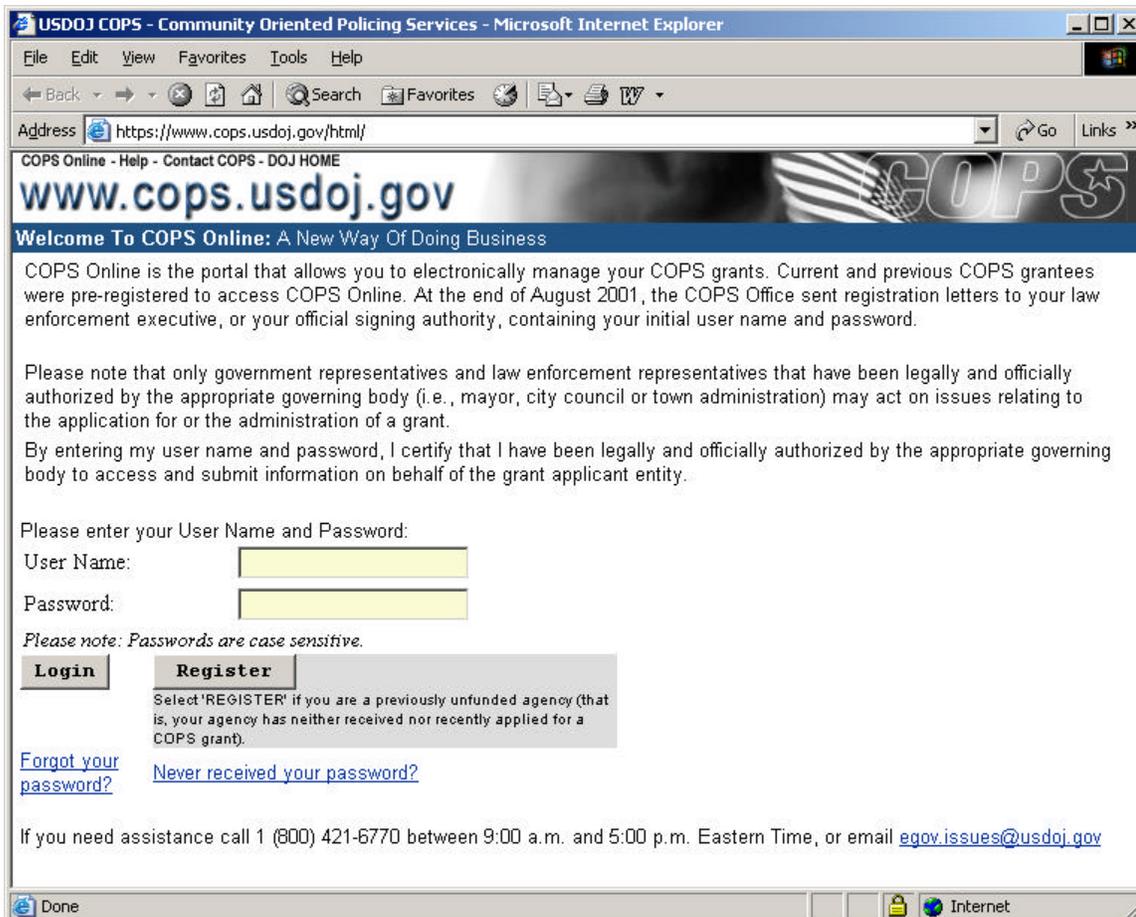
Cannot save user profile changes	Verify all required fields are complete.
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3.2 Accessing Functionality to COPS Online

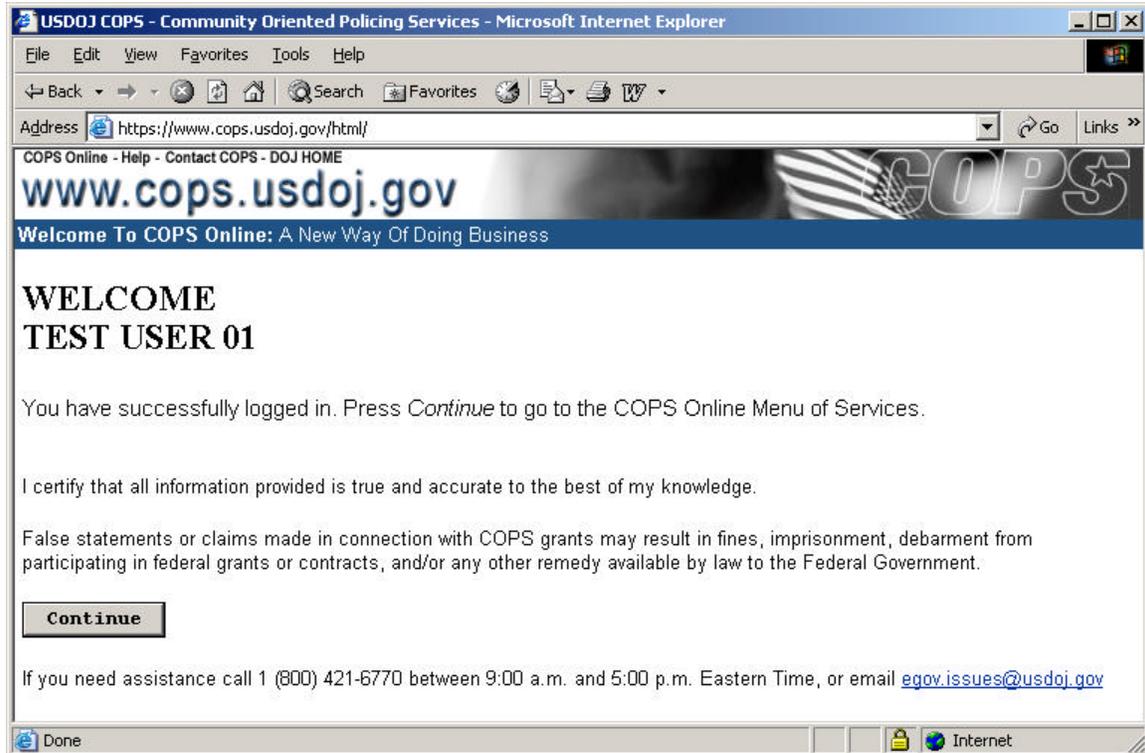
From the COPS web site Homepage, click the “Login to COPS Online” link.



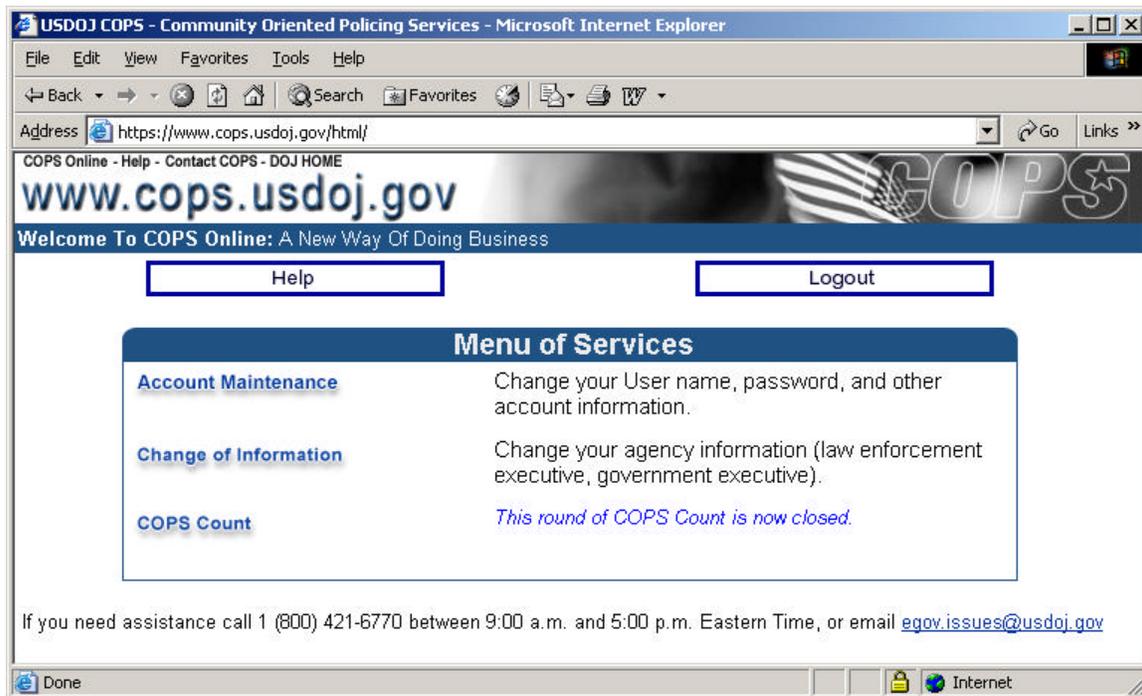
This will take you to the COPS online Log in screen. By logging in you are agreeing to the assurances, type in your user name and password then click the Login button to enter the Welcome screen.



By clicking Continue, you are agreeing to the assurances on the Welcome screen, click the Continue button. This will then take you to the Menu of Services page.



From the Menu of Services page you can select any of the services available. Buttons on the left are the links to the services, on the right are descriptions of the services.



3.2.1 Exiting the System

Once you have completed your transaction(s) and wish to leave, you may either close your browser or log out. If you are leaving the Site and going to another web site, for greater security we strongly recommend that you click the Log out to complete the log out process of COPS Online and not simply access another web site.