



DCJS Regulatory On-Line Credentialing System (ROCS)

We are happy to announce that ROCS is up and running. With new technology comes a learning curve both for internal and external users alike. Below are some of the common theme questions that we are receiving along with information to help with the transition.

How do I access ROCS?

INDIVIDUALS

Current registrants and licensee regulated by the Department (DCJS): You will be required to enter your birth date and social security number on the secure site. You will then be required to create an individual username and password. **NOTE: For users of the former Watson On-line System. Do not use your pin numbers. This information is no longer applicable.* Once you create your profile, you will be able to review and edit your personal information, review your current credentials, review pending applications and apply on-line if necessary.

New applicants: If applying to the Department for the first time you will be required to create an individual username and password, from that point you will be able to provide demographic information and apply for credentials.

BUSINESSES

To register you will be required to enter your business license identification number (11-****) along with the registration code provided by the Department. Registration codes were sent out to the email address on file for the business. If you have not received your registration code, please have your Compliance Agent contact the Department.

Once you register and create the business username and password you will be able to view your company's demographic information, review current license information, apply to add a category of service or renew the business license. The system also has an employee management function. If an individual applies for a credential and lists your business as an employer, their information will be added to the business employment list for verification. Businesses can add or delete employees from this list. Currently the list is only providing the employee's name, city and state. The system will eventually provide the employee's license number*, status of their credential and issue and expiration dates. Training information will **not** be available to businesses at this time. The same information can be found on the License Verification system on the main Department website www.dcls.virginia.gov.

Businesses and Schools (or other 3rd party) can pay for their employees applications: If a third party (such as an employer) is going to pay for an application, the individual employee must first apply and they will be provided with a "token" number at check-out from their cart. The third party/employer can then log in to the ROCS system under their business or school profile, go to the business/school, select "Cart" on the left of the screen and enter the token number into the Cart. This will add the employee's fee(s) to the payer's cart and allow them to pay for the application.

TRAINING SCHOOLS

OSPREY Access: This is the system currently utilized by training schools to submit training sessions and to report training completion rosters and has been down during the transition of the ROCS database. **OSPREY is now available.** We apologize for the inconvenience the schools have experienced. You can now enter all of your training completion rosters. Due to the unavailability of Osprey, the Department will not hold schools responsible for the courses not submitted within the 7-day regulatory requirement for this period.

Access to Osprey is available to all schools once you go into ROCS to create your school profile. To register you will need to enter your school identification number (88-****) along with the registration code provided by the

Department. Registration codes were sent out to the email address on file for the school. If you have not received your registration code, please have either the Training Director or Assistant Training Director contact the Department.

The Department will no longer require schools to submit an electronic submittal fee to access Osprey; fees previously paid for access will be refunded at a prorated amount. More information will be provided to the affected schools.

Changes to Credentials

All Private Security Services Registrations will expire at the end of the month versus the 15th. When you renew your current registration your new photo identification card will reflect the new date.



In addition, the Department will no longer issue a separate photo identification card for a firearm endorsement. This information will be added to the registration photo card or license photo card for Bail Bondsmen and Bail Enforcement Agents. When you renew your firearms endorsement, a new registration/license card will be issued with the current expiration dates of your firearm endorsement and your registration/license category. The categories and firearm information will be listed on the back of the photo card.

Some firearm endorsement expirations have been extended so that they expire the same month as the registration or license credential. Individuals who are affected by this change will be provided additional information in regard to receiving an updated photo ID as well as their training needs.

INSTRUCTORS

Instructors applying for an initial instructor or instructor renewal certification will now be issued a photo identification card. You will be required to submit a photo to the Department in order for the ID to be issued. You can either have your photo taken and submitted by a training school authorized to submit electronic photos, or have your photo taken at the Department.

Currently Under Construction

We are aware of a few items that are currently not available but should be available soon.

- **Payment by American Express is currently unavailable but should be available in the next day or so.**
- **Ability to renew a firearm endorsement: This process is currently unavailable on-line; if you are due to expire on September 15th and have not submitted your renewal application, please put the application in the mail along with a check, money order or credit card authorization. On-line firearm endorsement renewals should be available soon. Once the firearm endorsement is applied for and issued, you will receive a new registration or license identification card that will reflect your current registration or license information as well as your firearms information.**

As we move forward with the regulatory online credentialing system, the Division will be seeking input from our constituents to determine additional functionality that may be needed to enhance the online experience.

Again, this system will allow for:

- More Options — All credentials* offered by DCJS will now be available to apply for and renew online.
- Keep Information Current — Information is more accurate with the ability to update instantly online.
- More Efficient Processing — Some applications will be updated within minutes, rather than having to wait overnight.
- Easy to Use — User-friendly system will walk you through the steps of the application process.

** Fingerprint applications and Partial Training Exemptions cannot be applied for or submitted through ROCS, but must be mailed to the Department for processing along with a check, money order or credit card authorization.*

We appreciate your patience during this transition. We will provide up to date information on the DCJS website, so please check back often.

- DCJS Regulatory Affairs Team