



**NCDOT**

North Carolina Department of Transportation

Traffic and Criminal Software



**TraCS**

# **TraCS Law Enforcement Agency (LEA) Administrator's Guide**

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# 1. Introduction

## 1.1 TraCS Agency Administrator Responsibilities

As agency administrator you are responsible for:

- Implementing TraCS at your agency.
- Managing user IDs, access, and reporter-to-supervisor associations within TraCS for your agency.
- Installing and updating TraCS software on all agency machines.
- Providing user support for agency TraCS users.
- Track the number of machines at your agency that have TraCS installed and report to Operations Support.

You are the first level of TraCS support for your agency. For additional support:

- Technical Support – For a technical problem with TraCS, contact your agency's IT support.
- Training – If a user is having difficulties using TraCS, direct them to TraCS Help or one of the agency's TraCS trainers.

Further assistance – Contact Traffic Records Operations Support:

Traffic Records Operations Support

Phone: (919) 861-3084

Email: [operations-support@ncdot.gov](mailto:operations-support@ncdot.gov)



## 1.2 User Roles and Access Levels

When users are logged in to TraCS, they can perform only the functions allowed for their access level. Access levels are assigned by the local agency TraCS administrator. Table A lists the three access levels and provides description of the typical user associated with each level.

**Table A. Access Levels**

Level	Description
Agency administrator	The individuals responsible for maintaining the TraCS application within their agency. Agency administrators are also responsible for managing user IDs in TraCS.
Supervisor	The users at your agency who have the authority to review and release crash reports to NCDMV. Supervisors accept and reject the NC Crash Reporting Forms in TraCS. In addition to the functions of supervisor access level, users assigned to this access level are also granted the same permissions of the reporter access level.
Reporter	The users who collect data from crashes and enter the data into the NC Crash Reporting Form.



**NOTE:** Only one access level is assigned to a TraCS ID. If a user serves as an agency administrator and as supervisor, two TraCS IDs are assigned, one for each access level.

## 2. Implementing TraCS at Your Agency

Complete the following tasks to implement TraCS at your agency:

Verify that all agency machines to be used for TraCS meet system requirements. See “System Requirements” on page 6.

Send Traffic Records Operations Support ([operations-support@ncdot.gov](mailto:operations-support@ncdot.gov)) the user ID and password you want to use as agency administrator.

Traffic Records Operations Support will:

- Set up your initial TraCS user ID and password
- Provide Easy Street Draw 6 license ID and password (see “Activating Easy Street Draw 6” on page 20 for instructions on activating the license after installation)



**NOTE:** We recommend that you establish a common format for user IDs and apply the format to all users within your agency (administrators, supervisors, and reporters). User IDs cannot have any spaces.

Install TraCS (installation includes TraCS, Easy Street Draw 6) on the machine to be used for agency administration. See “Installing TraCS” on page 8.

Log in to TraCS (in online mode) to test TraCS web connectivity. See “Testing Installation and Connectivity” on page 19.

Collect and record the following information for everyone in your agency that will be using TraCS:

- Name
- User ID (limited to 10 characters)
- Secondary User ID (typically, the user’s badge number)
- TraCS role (supervisor or reporter)
- TraCS reporting structure

See “Reporter/Supervisor Association” on page 37.

Install TraCS on all machines at your agency to be used for TraCS. See “Installing TraCS ” on page 8.



Instruct new users to log in to TraCS in online mode to establish their user ID on their local machine.



**NOTE:** Refer to the *TraCS User's Guide for Supervisors and Reporters* for instructions on how to install updates.



# 3. TraCS Installation

Included in this chapter are:

- System requirements
- Instructions for installing and uninstalling TraCS.
- Testing installation

Two programs work together to make TraCS fully functional and are included in the installation. The programs are:

- TraCS – Traffic and Criminal Software (TraCS) is used to collect, report, and manage crash information.
- Easy Street Draw 6 – Easy Street Draw (ESD) is an integrated drawing program used to diagram crashes.



## 3.1 System Requirements

The minimum system requirements are:

- **Operating system:** Windows Server 2012 or 2012 R2 (32 bit and 64 bit); or Windows 7, 8, 8.1, and 10 (32 bit and 64 bit)
- **.NET Framework:** 2.0, 3.0, 3.5, 3.5.1, 4.0, and 4.7.2 (full installs)
- **Processor:** Dual-core, 2.0GHz or faster
- **Memory:** 4 GB of RAM or more
- **Hard disk drive size:** 50 GB or more with 10 GB of available hard-disk space
- **Network connectivity:** Firewalls must allow access to [dmvtracs.services.ncdot.gov](http://dmvtracs.services.ncdot.gov) on port 443
- **Screen Resolution:** TraCS is optimized to run on computer that have screen resolution of at least 1024X768. Although TraCS will still function properly on computers with screen resolution as low as 800X600, the user experience will be reduced.

## 3.2 Uninstall the older version of TraCS (This section is applicable for only TraCS10 or lower versions)

Please make sure not to uninstall ESD. Uninstall TraCS in the following order:

- (a) NCDOT TRCS 7.01.0000 (Or the NCDOT TRCS version you have)
- (b) TraCS

### a. Uninstalling NCDOT TRCS 7.01.0000

To uninstall the NCDOT TRCS 7.01.0000:

Open the uninstall program located on the Windows Control Panel. Go to Windows Control Panel select "Uninstall a program" located under Programs. Search for NCDOT TRCS 7.01.0000 from the list.

Right-click **NCDOT TRCS 7.01.0000** and select **Uninstall**.

The **Are you sure you want to uninstall NCDOT TRCS 7.01.0000?** message displays. Click **Yes**.

The NCDOT TRCS 7.01.0000 program is removed.



## b. Uninstalling TraCS 10

### Method 1:

To uninstall TraCS 10:

Open the uninstall program located on the Control Panel.

Right-click **TraCS** and select **Uninstall/Change**.

The **Select Uninstall Method** window opens, as shown in. Keep the default of **Automatic** and click **Next**.

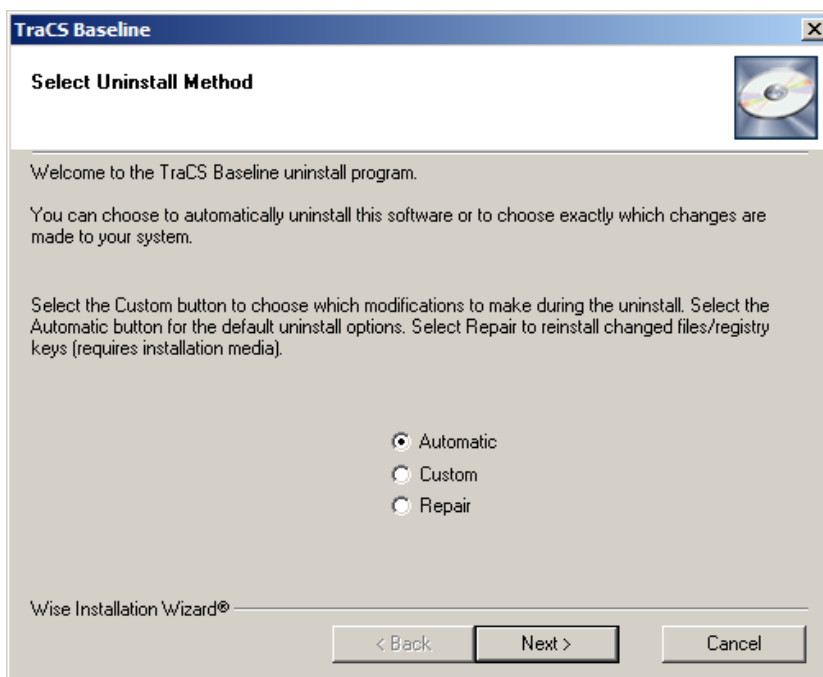


Figure 1. Select Uninstall Method Window

The **Perform Uninstall** window opens, as shown in Figure 2. Click **Finish**.

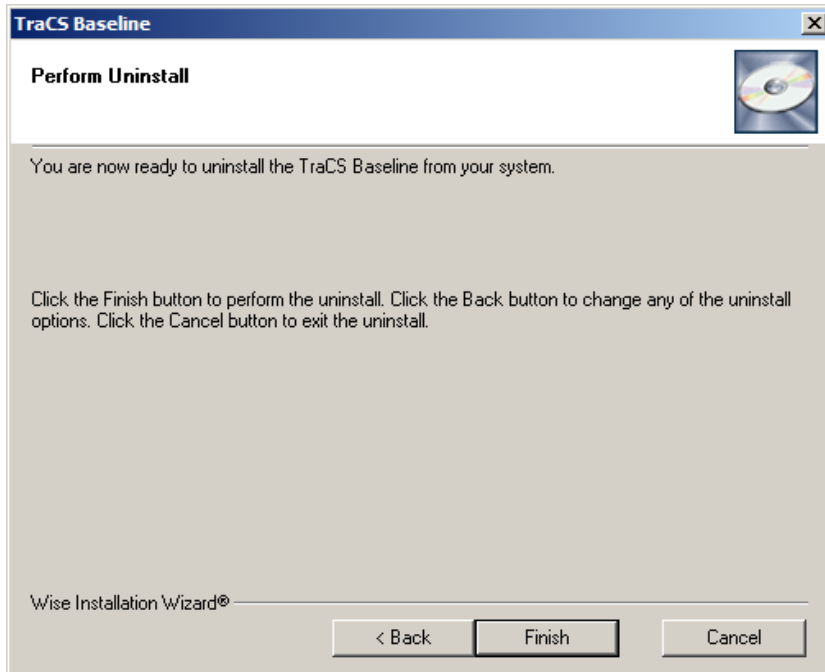


Figure 2. Perform Uninstall Window

The progress bar window automatically closes when the uninstall is complete.

#### Method 2:

Run the Uninstall.EXE located in the TraCS install folder C:\Program Files (x86)\TraCS10 for 64 bit machine and C:\Program Files\ TraCS10 for 32 bit machine using admin access

### 3.3 Installing TraCS

This procedure provides instructions for a full installation which installs all programs that make TraCS fully operational. Use full installation when installing TraCS for the first time. Use custom installation to install an update of one or more of the programs.



**NOTE:** For best performance, close all Windows programs before installation.



Before you begin installation, have your NCDMV-provided TraCS agency administrator ID and password, entity key number, and serial number handy. Please contact NCDMV for this information if you don't already have it.

### 3.4 Start Installation

To start installation:

The TraCS install software will be provide to you either on a CD, USB Flash Drive or by FTS.

Locate the TraCSInstall.exe file under the "TraCS Installer" folder and launch the TraCSInstall.exe file. Please note that certain versions of Windows may require elevated privileges:

- 1) Right click the TraCSInstall.exe, and select "Run as Administrator"

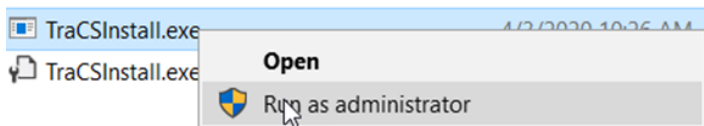


Figure 3. Elevated Privileges



The NCDOT TraCS Installation installer opens. The installer detects installed programs. If you are installing TraCS for the first time, the installer displays as shown in Figure 4. The installer remains open and monitors the installation progress of each program. As each program completes installation, the “Not Installed” note changes to “Installed.”

The screenshot shows a window titled "NCDOT TraCS Installation". It has a standard Windows window title bar with minimize, maximize, and close buttons. The window is divided into two main sections. The first section, "Agency Information", contains three text input fields: "Agency Name", "Entity Key", and "Serial Number". The second section, "Install Applications", contains a list of applications with checkboxes and status indicators: "Select All", "TraCS Not Installed", and "Easy Street Draw 6 Not Installed". At the bottom of the window are two buttons: "Install" and "Close".

Figure 4. NCDOT TraCS Installation

Enter the agency name, entity key, and serial number provided by NCDMV.



**NOTE:** These fields may prepopulate on machines that have had TraCS previously installed.



Select the **Select All** check box to select all programs, as shown in Figure 5.

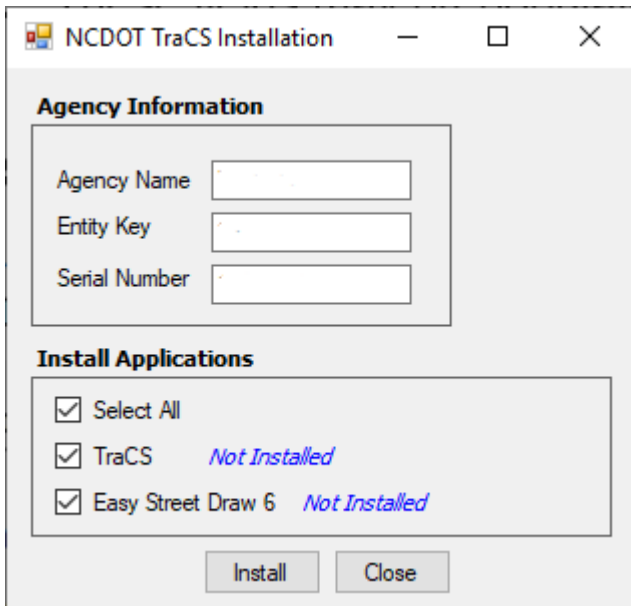


Figure 5. NC DOT TraCS Installation– Full Installation



Click **Install**.

The **TraCS Installing** page displays, as shown in Figure 6.

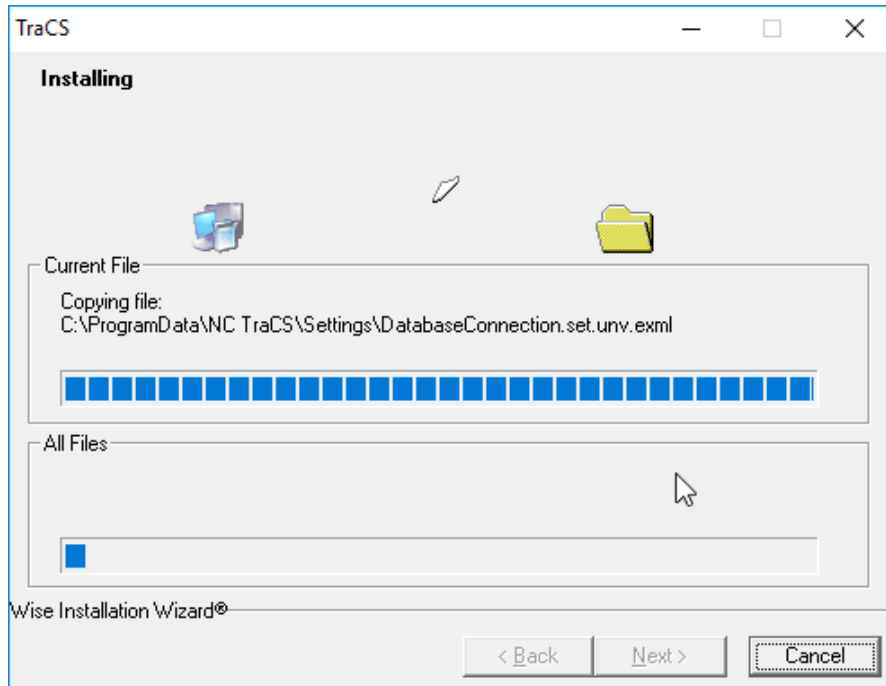


Figure 6. TraCS Install page





Checking for Updates window will display, as shown in Figure 7.

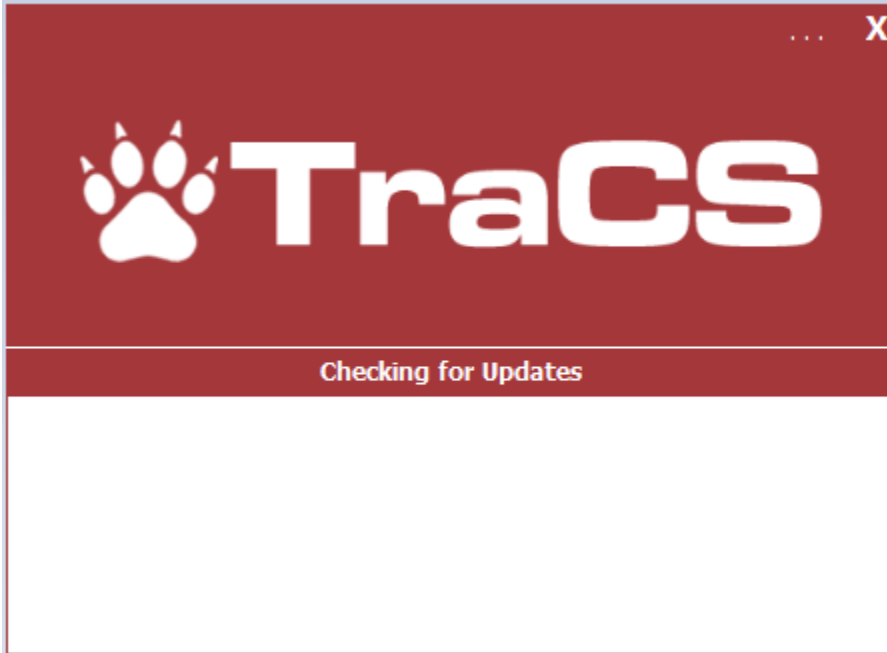


Figure 7. Checking for Updates

Required Update available window will display, as shown in Figure 8.

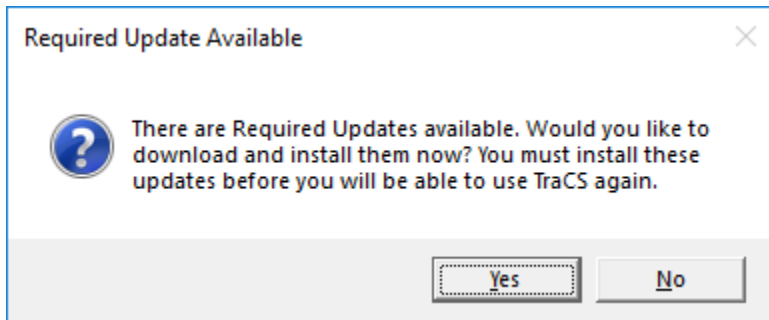


Figure 8. Required Update Available.



TraCS is installing updates will display, as shown in Figure 9.

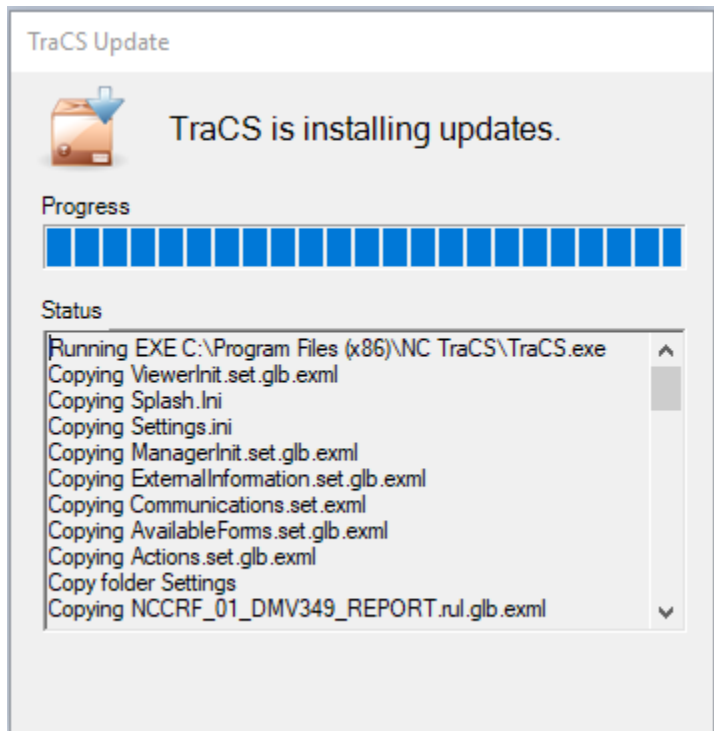


Figure 9. TraCS is installing updates.

TraCS login window will display, as shown in Figure 10.

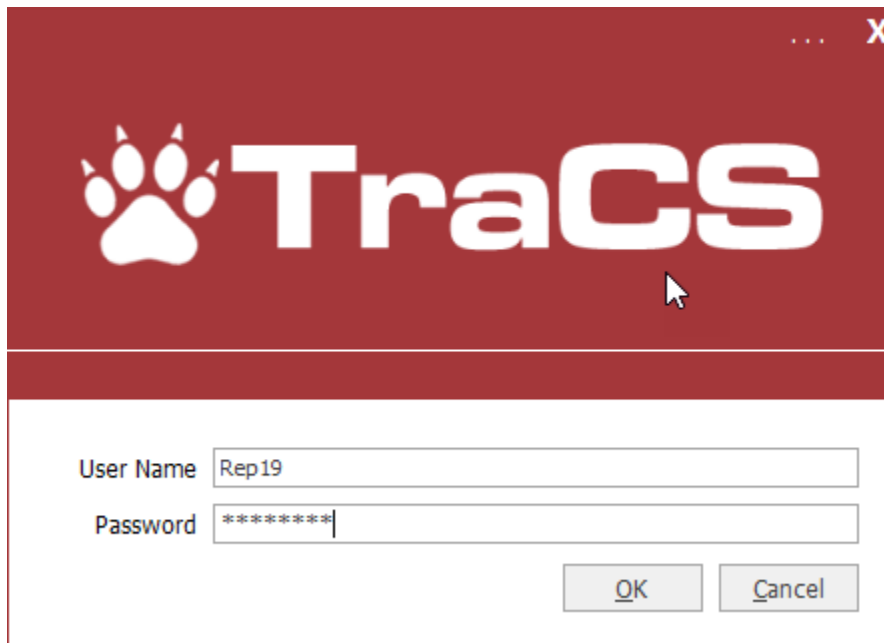


Figure 10. TraCS login screen

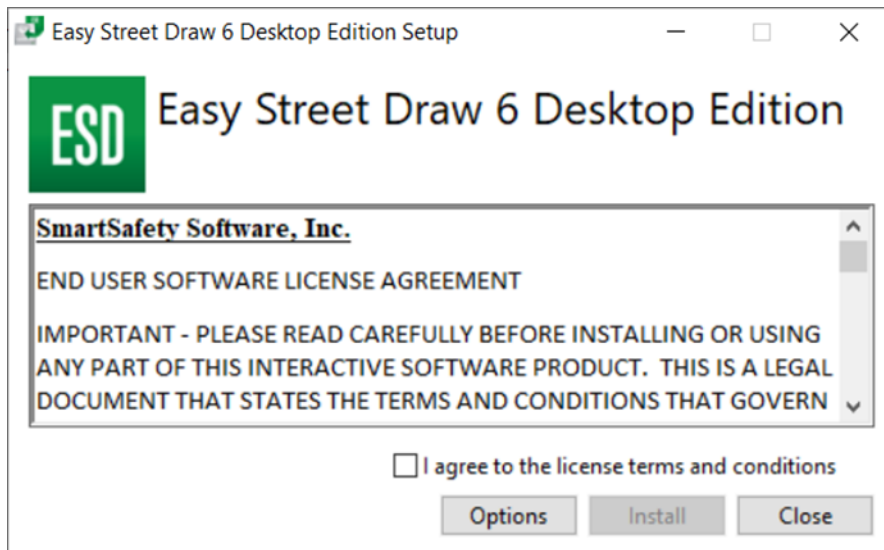


Now you will be able to login to TraCS with user credentials.

### 3.5 Easy Street Draw 6 Installation

The **Easy Street Draw 6 Desktop Edition** Setup window displays, as shown in Figure 11. Review the **End-User License Agreement** on the page. Select the **I accept the terms of this License Agreement** check box and **click Install**.

The **End-User License Agreement** window displays, as shown in Figure 11. **Read the agreement**.



*Figure 11. Easy Street Draw 6 End-User License Agreement Page*

Select the **I accept the terms of this License Agreement** check box and **click Next**.



**CAUTION:** Always save installation files to the default location. Storing files to another location can make TraCS inoperable (the Options button allows you to change the installation location).

The **Easy Street Draw 6 Setup Progress** window displays, as shown in Figure 12. When the files have been copied, **click** Next.

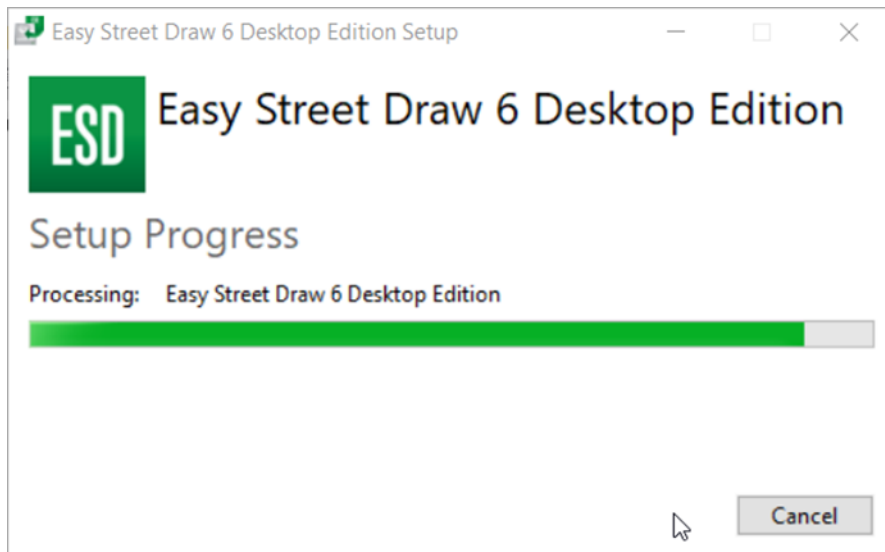


Figure 12. Installing Easy Street Draw 6 Page



The **Completed the Easy Street Draw 6 installation** window displays, as shown in Figure 13. **Click Finish.**

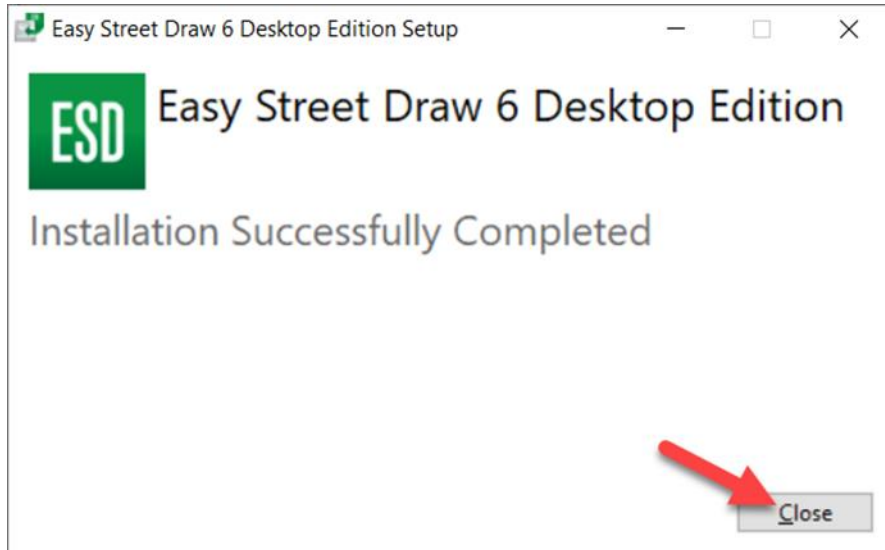


Figure 13. Completed the Easy Street Draw 6 Installation Page



The **Easy Street Draw 6 Active X** Setup window displays, as shown in Figure 14. Review the **End-User License Agreement** on the page. Select the **I accept the terms of this License Agreement** check box and **click Install**.

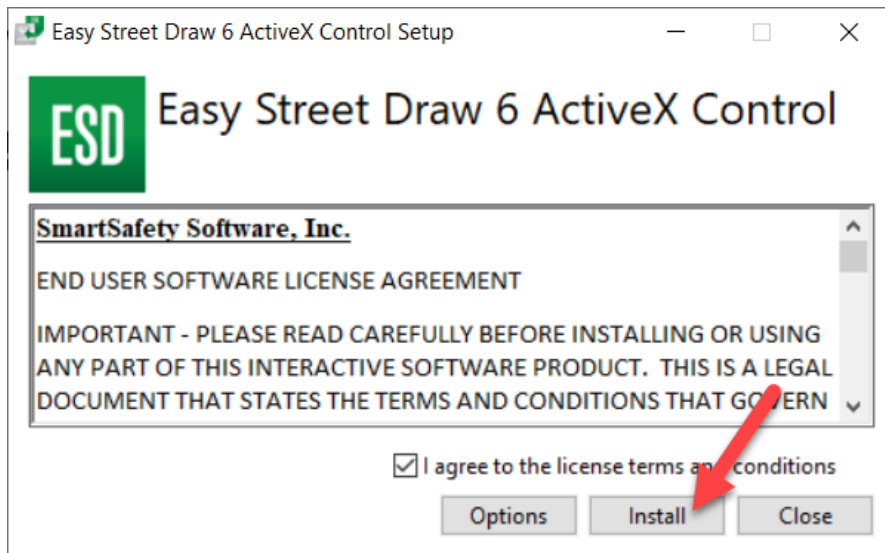


Figure 14. Easy Street Draw 6 ActiveX Control Set Up



**CAUTION:** Always install files to the default location. Storing files to another location can make TraCS inoperable. (the Options button allows you to change the installation location).

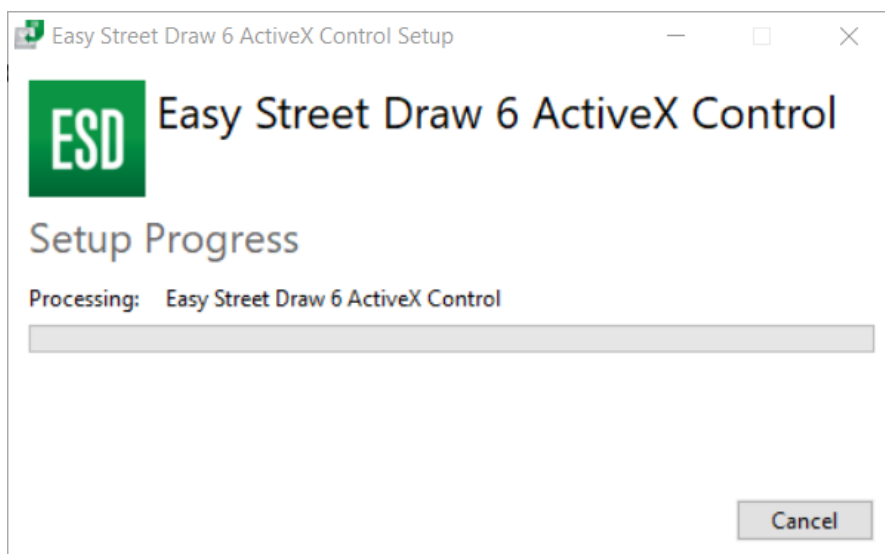
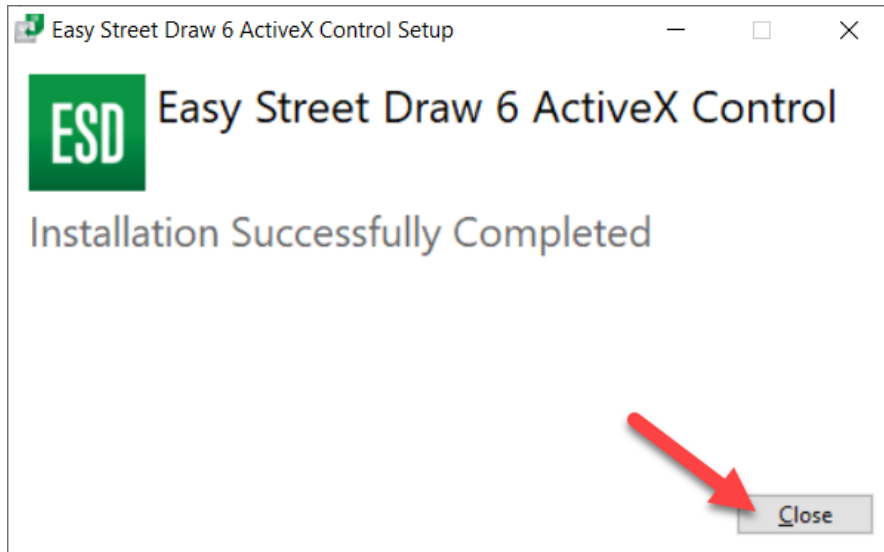


Figure 15. Easy Street Draw 6 ActiveX Control Setup Progress



Once the installation is completed, click **Close**:



*Figure 16. Easy Street Draw 6 ActiveX Control Installation Completed*

This completes the Easy Street Draw 6 installation.



**NOTE:** It may take up to a minute to complete the Easy Street Draw 6 installation.

### 3.6 Testing Installation and Connectivity

Perform the following test after each installation to confirm successful installation and to test TraCS web connectivity.

To test installation and connectivity:

Restart the machine before performing the test.

Log in to TraCS in **Online** mode with the user's ID and password.



The **Locate Device – Barcode Reader** window (shown in Figure 17) opens, when a TraCS user logs into TraCS for the first time after installation. Barcodes are not applicable in North Carolina.

Click **Don't Use Barcode**.

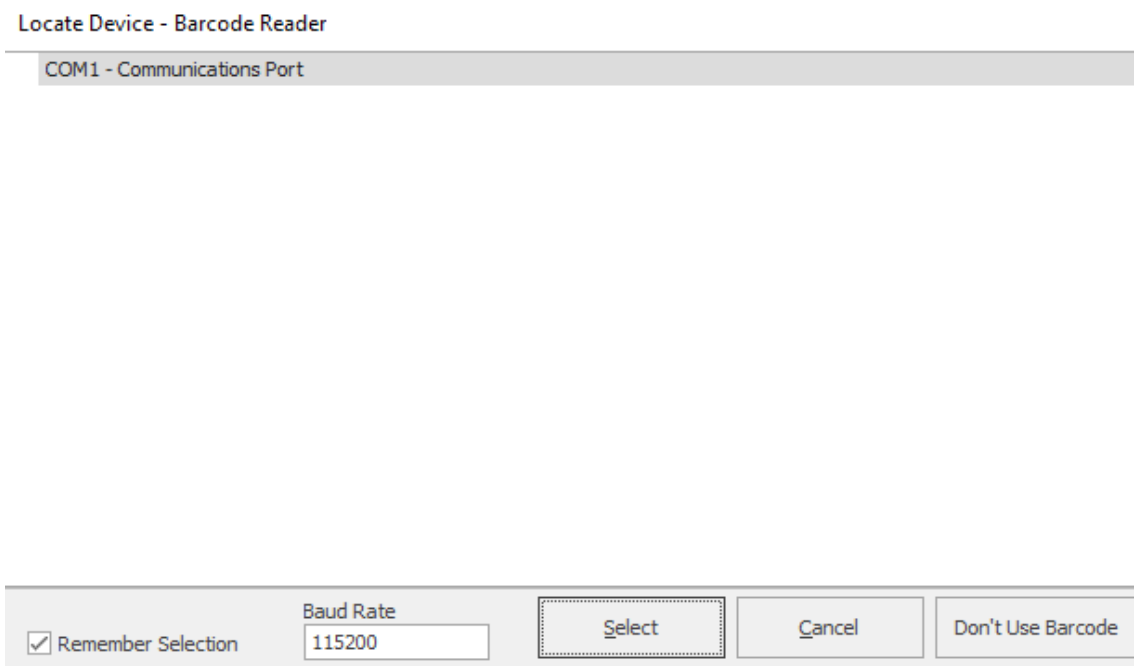


Figure 17. Locate Device – Barcode Reader Window

If the system allows online login, the installation and configuration is successful. Continue to “Activating Easy Street Draw 6” on page 20.

If the system does not accept the online login, contact:

Traffic Records Operations Support  
Phone: (919) 861-3084  
Email: [operations-support@ncdot.gov](mailto:operations-support@ncdot.gov)

### 3.7 Activating Easy Street Draw 6

The Easy Street Draw 6 license must be activated before the program can be used. There are three options for activation: Internet Activation (preferred option), Online Activation, or Phone Activation.






**NOTE:** North Carolina purchased a limited set of Easy Street Draw 6 licenses. The number of installed licenses must be tracked. Contact Traffic Records Operations Support before transferring TraCS from one machine to another.

Before you begin, have your Easy Street Draw 6 license number and password handy.

To activate Easy Street Draw 6:

Open Easy Street Draw 6 from the desktop icon  or from the NCCRF in TraCS. The **Evaluate Easy Street Draw** window opens, as shown in Figure 18.

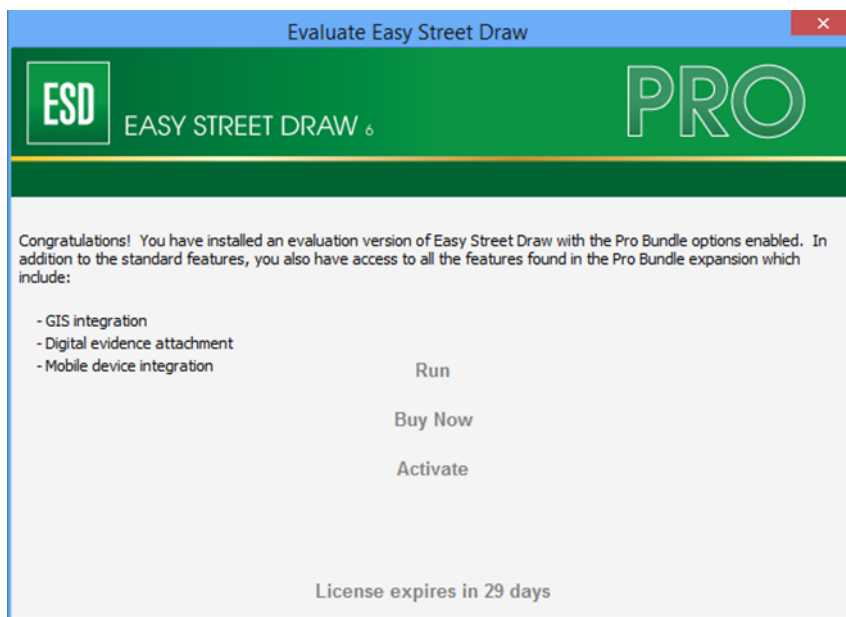


Figure 18. Evaluate Easy Street Draw Window

Click **Activate**. The **Registration & Activation – Select Action** window opens, as shown in Figure 19.

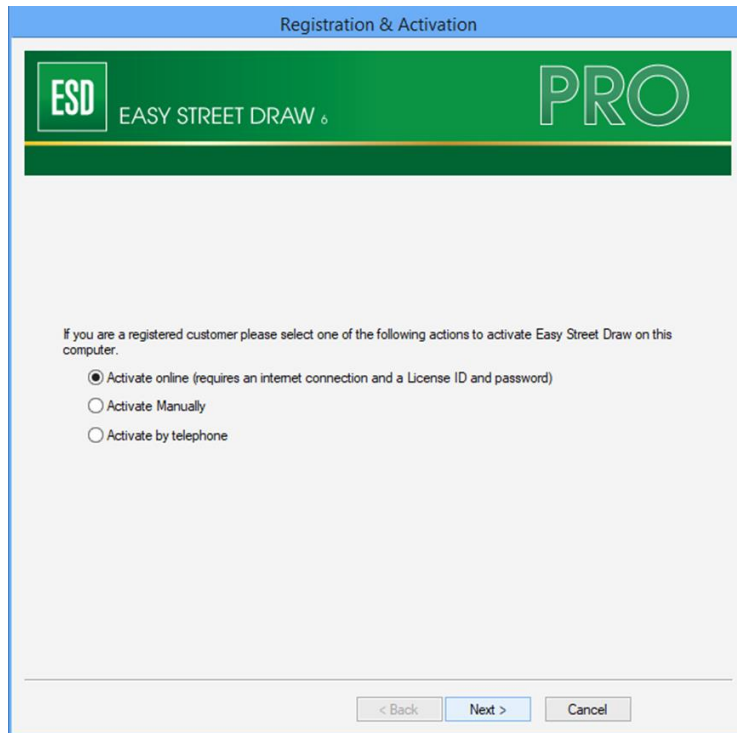


Figure 19. Registration & Activation – Select Action Window

Choose one of the following options:

- Option 1: Internet Activation, on page 23
- Option 2: Manual Activation, on page 25
- Option 3: Phone Activation, on page 29



## 3.8 Option 1: Internet Activation

Internet activation is the preferred option.

Keep the default of **Activate online** and click **Next**.

The **Registration & Activation – Enter License ID and Account password** window opens, as shown in Figure 20.

Activate Online

ESD EASY STREET DRAW PRO

License ID:

Password:

Installation Name:  (Optional - e.g.: "My Laptop")

Please use the License ID and Password given to you to activate. An Internet connection is required. If you encounter an error, please double-check that the License ID and Password are correct, and temporarily disable any personal firewalls you may have installed.

< Back Next > Cancel

Figure 20. Registration & Activation – Enter License ID and Account Password Window

Enter the license ID and account password provided by Traffic Records Operations Support and click **Next**.



**NOTE:** Passwords are case-sensitive.

The **Registration Complete** window opens, as shown in Figure 21. Click **Finish** to close the window.

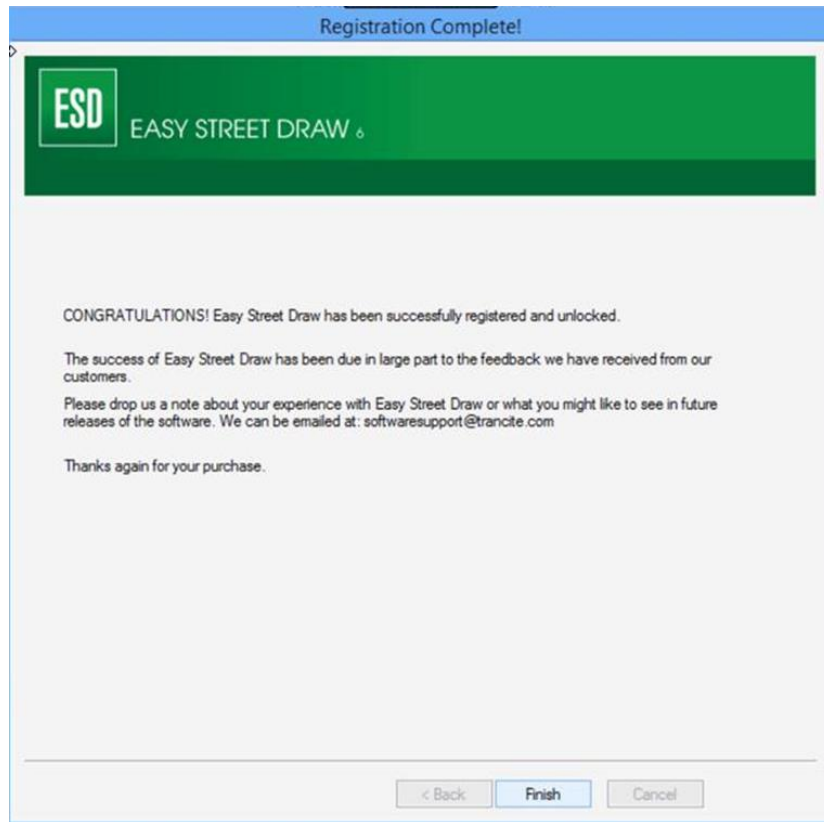


Figure 21. Registration Complete Window



## 3.9 Option 2: Manual Activation

You will be asked to provide the following for manual activation:

License ID and password.

Click **Activate manually**, and then the **Next** button.

Activate Manually

ESD EASY STREET DRAW PRO

Step 1: Enter your activation information and click Next to generate the request:

License ID:

Password:

< Back Next > Cancel

Figure 22. License ID and password

Enter your license ID and password, and click Next. An activation request code will be displayed as in **Error! Reference source not found.** are for example only – different numbers display for your activation.)



**NOTE:** Passwords are case-sensitive.



**CAUTION:** DO NOT close the **Registration & Activation – By Telephone** window. Doing so voids the system ID numbers. If you close and reopen the window, new system ID numbers display.

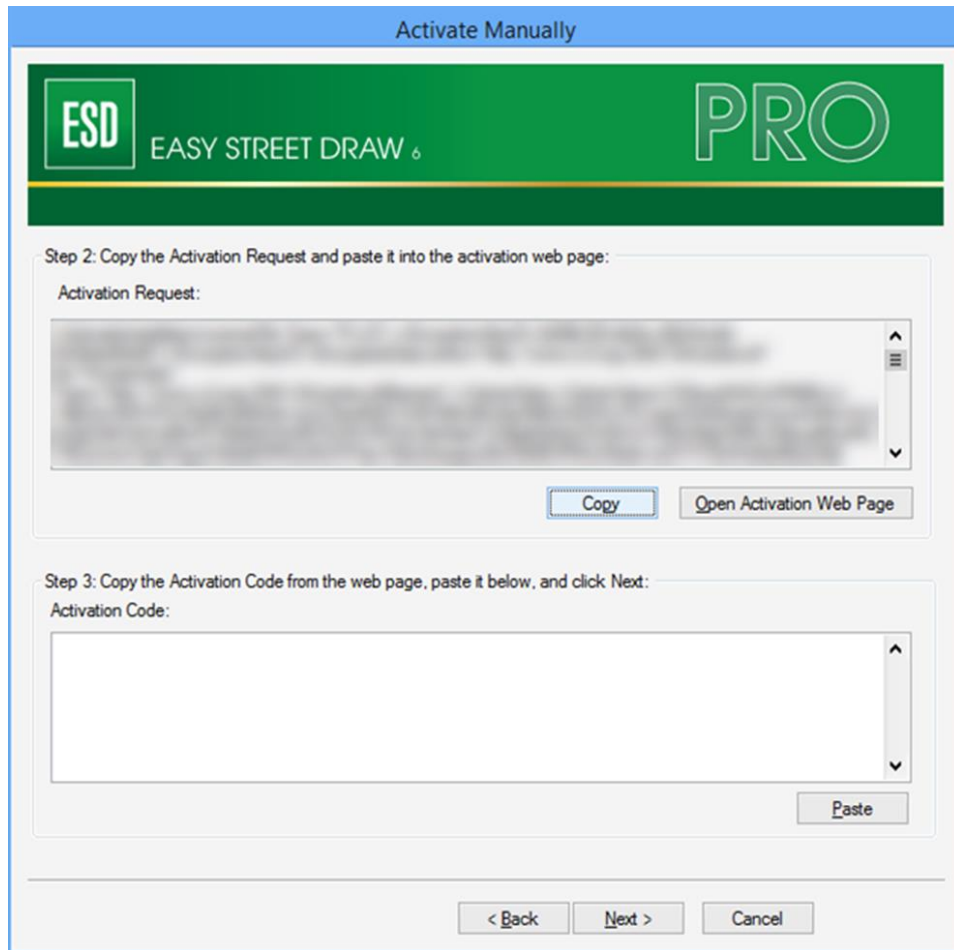


Figure 23. Activate Manually

Copy the activation request code to your clipboard using the **Copy** button, then click the **Open Activation Web Page** button to open the License portal web page and paste the code.

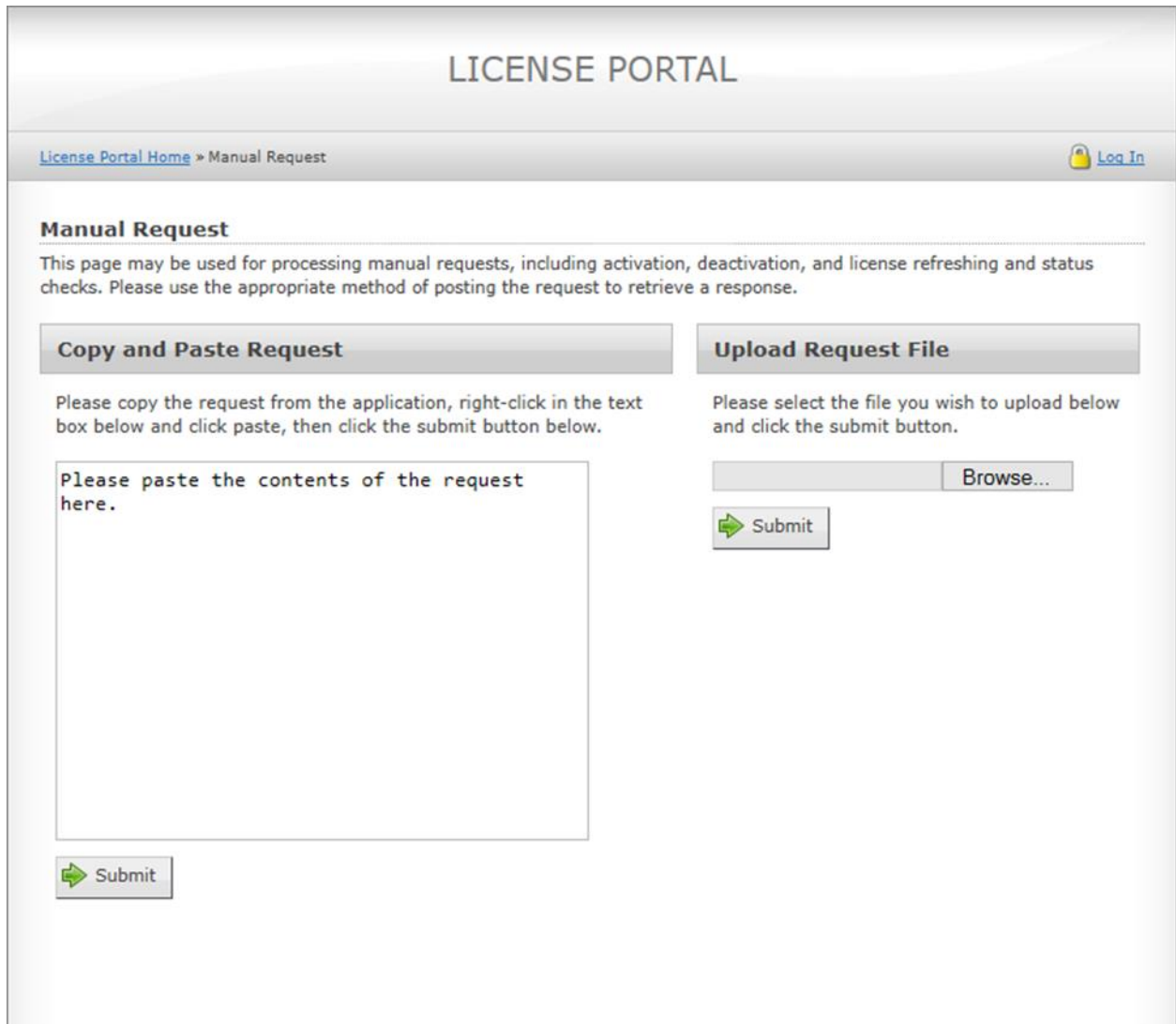


Figure 24. License Portal web page

Click the submit button. An activation code will be generated and displayed. Copy it to your clip board.

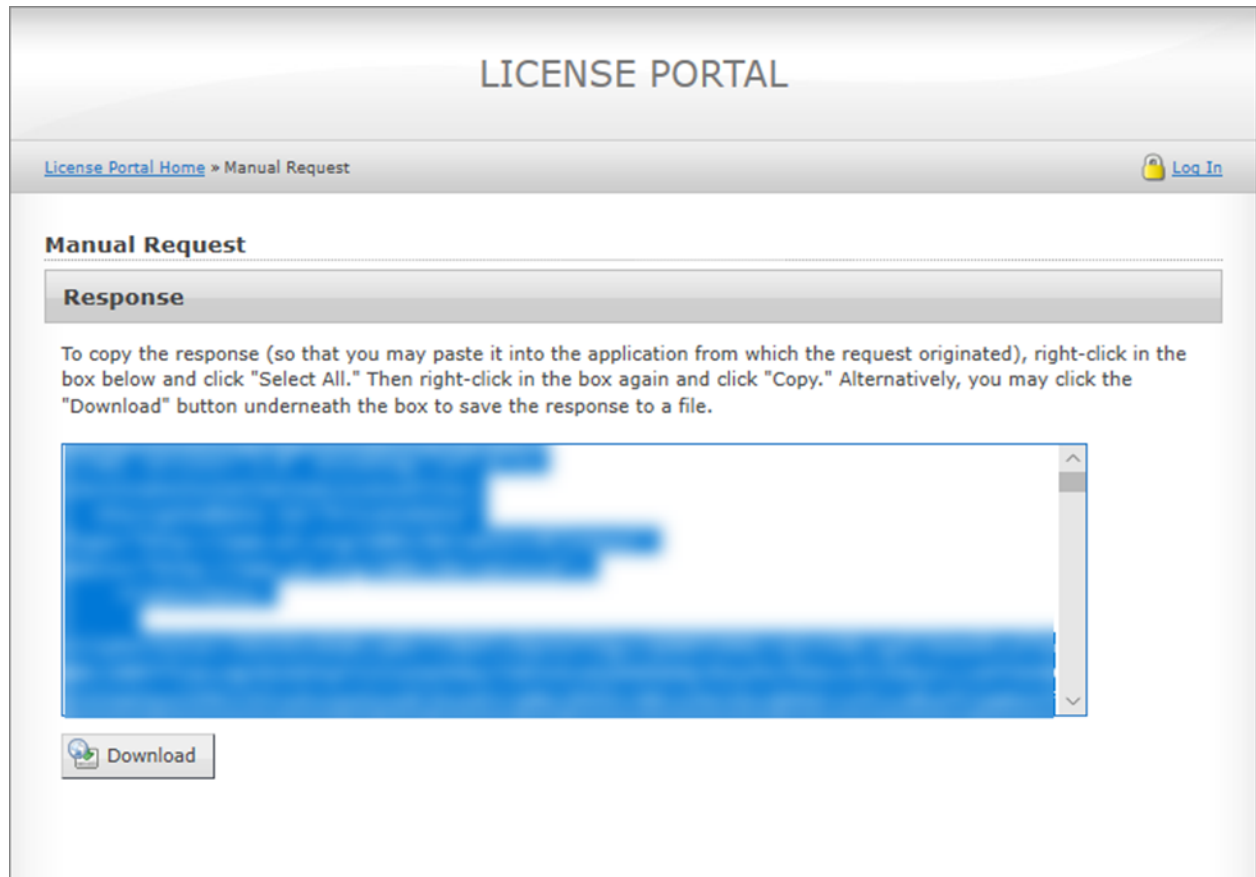


Figure 25. License Portal Activation Code Page.

Paste the activation code from the license portal page into the **Activation Code** text field from Figure 23.

Click the **Finish** button on the Congratulations screen.



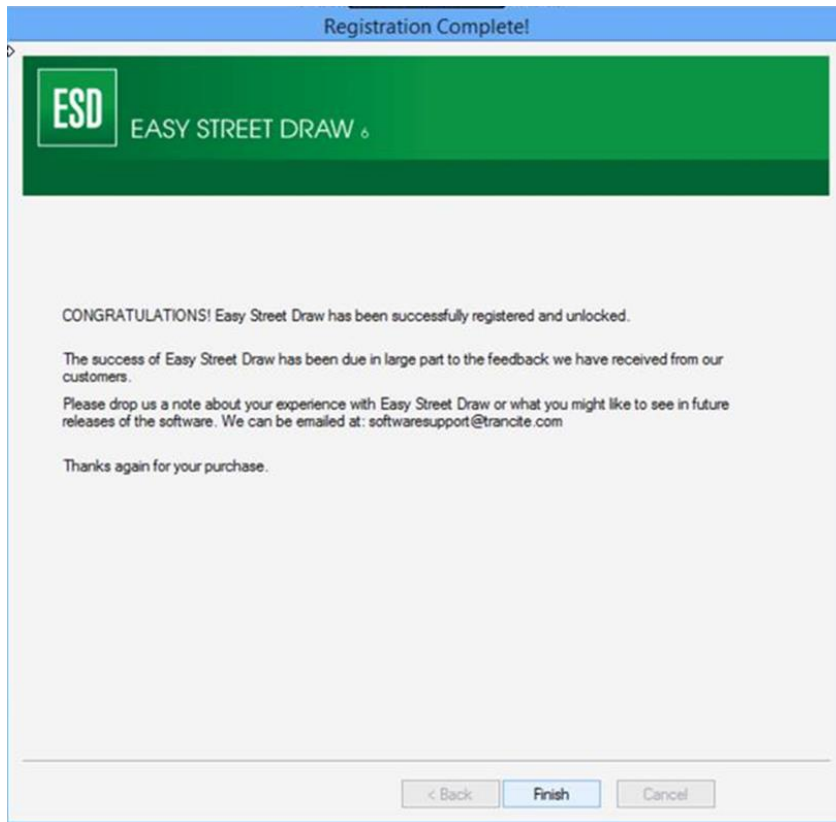


Figure 26. Registration Complete Window

### 3.10 Option 3: Phone Activation

You will be asked to provide the following for phone activation:

License ID

System ID 1 and System ID 2

Click **Activate by telephone**. The **Registration & Activation – By Telephone** window displays, as shown in **Error! Reference source not found.** Two system ID numbers display. (The numbers displayed in **Error! Reference source not found.8** are for example only – different numbers display for your activation.)



**CAUTION:** DO NOT close the **Registration & Activation – By Telephone** window. Doing so voids the system ID numbers. If you close and reopen the window, new system ID numbers display.



Registration & Activation

ESD
EASY STREET DRAW 6
PRO

System ID 1: <input style="width: 150px;" type="text" value="296557290"/> System ID 2: <input style="width: 150px;" type="text" value="1763942065"/> Registration Code 1: <input style="width: 100px;" type="text"/> Registration Code 2: <input style="width: 100px;" type="text"/> Feature Code: <input style="width: 100px;" type="text"/> License ID: <input style="width: 100px;" type="text"/> Password: <input style="width: 100px;" type="text"/> Company Name: <input style="width: 300px;" type="text"/>	<p>To activate Easy Street Draw:</p> <ol style="list-style-type: none"> <li>1. Call Trancite Technical Support at (877) 908-4777. Support is available weekdays, 7 AM - 5 PM Mountain Time (US &amp; Canada).</li> <li>2. Provide the System ID 1 and System ID 2 values to the Technical Support staff member.</li> <li>3. Enter the value provided by Technical Support in the Registration Code 1 box.</li> <li>4. Enter the value provided by Technical Support in the Registration Code 2 box.</li> <li>5. Used to add extra product features during activation. Enter only if Technical Support provides a value.</li> <li>6. Enter your License ID in the License ID box.</li> <li>7. Enter your registration password, and your agency or company name in the Company Name box.</li> </ol>
---	--

Figure 27. Registration & Activation – By Telephone

Call A-T Solutions at (877) 908-4777.

Technical Support is available Monday – Friday 7:00 a.m. to 5:30 p.m., Mountain Standard Time.

Tell the A-T Solutions technician you are calling for a manual activation. Provide the following information:

- License ID
- The two system ID numbers displayed in the **Registration & Activation – By Telephone** window.

Enter the **Registration Code 1** and **Registration Code 2** values provided by the technician.

Enter the license ID and account password provided by Traffic Records Operations Support.



**NOTE:** Passwords are case-sensitive.



Enter your agency name in the **Company Name** field and click **Next**.

The **Registration Complete** window opens, as shown in Figure 28. Click **Finish** to close the window.

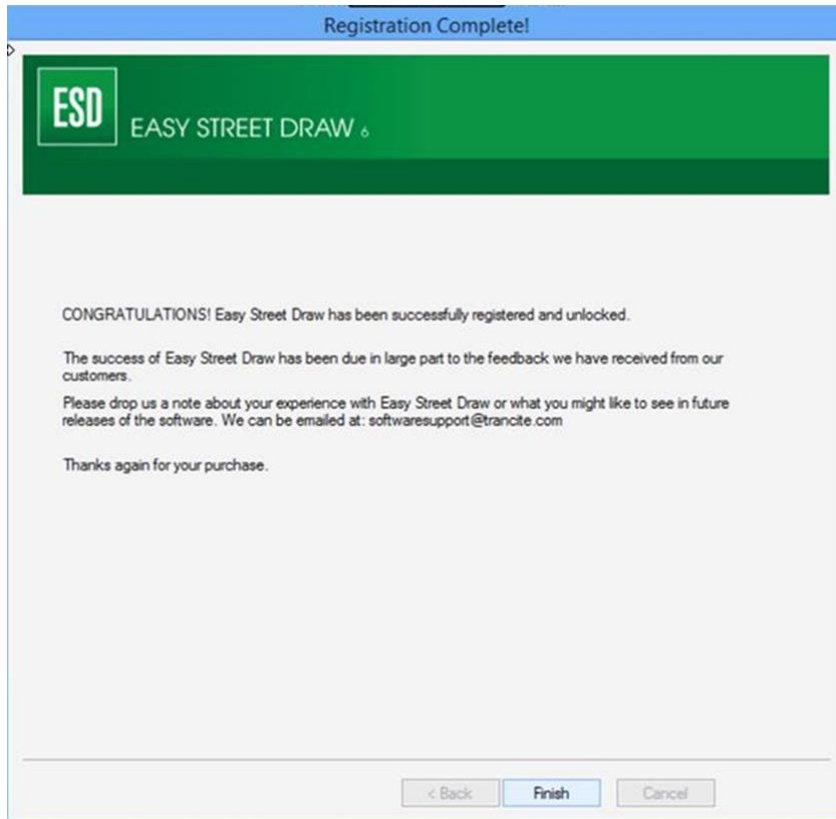


Figure 28. Registration Complete Window

## 3.11 Full Uninstall

This section provides instructions for a full uninstall of all programs that make TraCS fully operational. Uninstall the programs in the following order:

Easy Street Draw 6

TraCS

## 3.12 Uninstalling Easy Street Draw 6

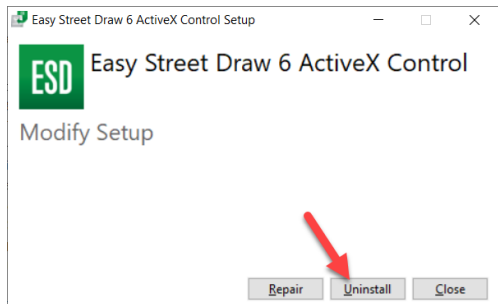
To uninstall Easy Street Draw 6:

Open the “Uninstall a program” located on the Control Panel.

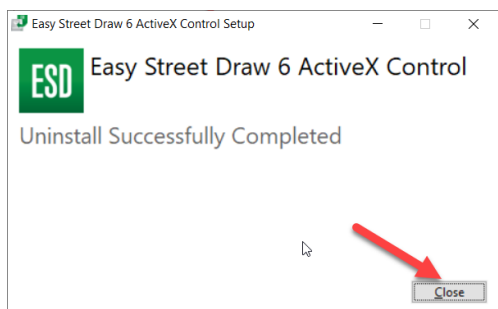


Right-click **Easy Street Draw 6 ActiveX Control** and select **Uninstall**.

Click **Uninstall** on the following dialog:



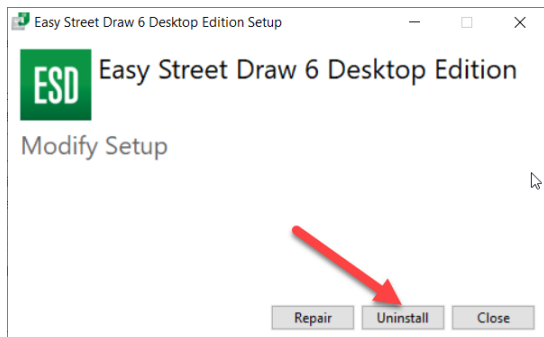
Click **Close** after the uninstall has completed:



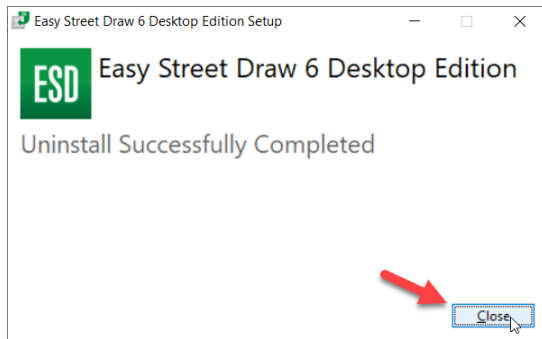
Easy Street Draw 6 ActiveX Control is removed.

Right-click **Easy Street Draw 6 Desktop Edition** and select **Uninstall**.

Click **Uninstall** on the following dialog:



Click **Close** after the uninstall has completed:



The Easy Street Draw 6 Desktop Edition program is removed.



## 3.13 Uninstalling TraCS

To uninstall TraCS:

### 3.13.1 Method 1

Run the Uninstall.EXE located in the TraCS install folder C:\Program Files (x86)\NC TraCS for 64 bit machine and C:\Program Files\NC TraCS for 32 bit machine

Select Uninstall Method window will display. Choose the Automatic radio button as shown in Figure 29 below.

Click **Next**.

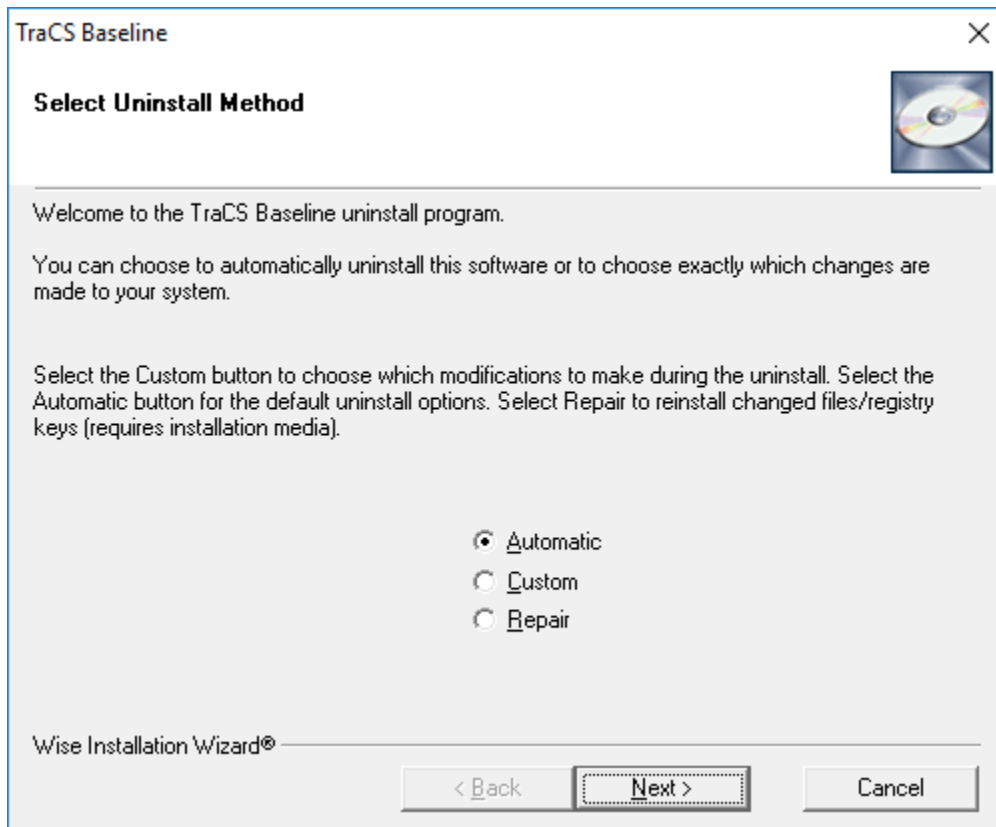


Figure 29. Select Uninstall Method.

Perform Uninstall window will display, as shown in Figure 30 below.

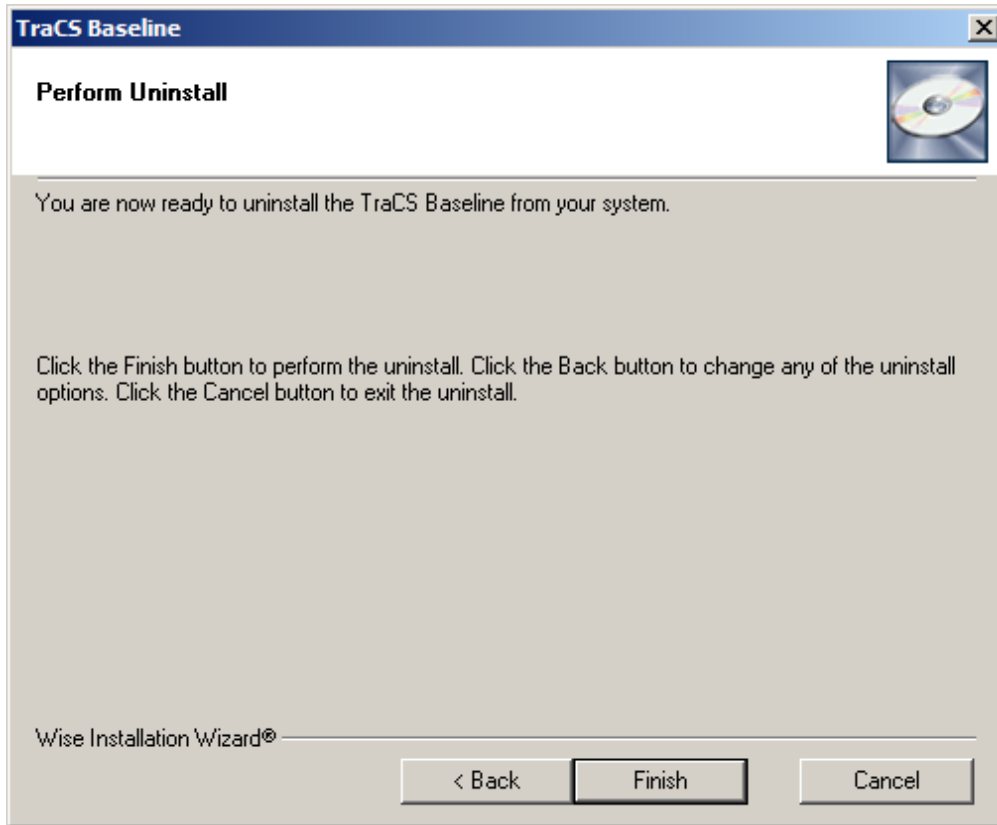


Figure 30. Perform Uninstall

Click **Finish**.

Go to C:\ProgramData\NC TraCS folder and delete everything in there, then delete the NC TraCS folder.

On 64 bit machine, go to C:\Program Files (x86)\NC TraCS and delete everything in there, then delete the NC TraCS folder.

On 32 bit machine go to C:\Program Files\NC TraCS and delete everything in there, then delete the NC TraCS folder.

Your TraCS uninstallation is complete.

### 3.13.2 Method2

Locate the TraCS program on the Control Panel. Right-click and select **Uninstall/Change**.





# 4. User Management

## 4.1 Introduction

This chapter provides instructions for managing TraCS users at your agency including:

- Adding users
- Associating reporters with a supervisor
- Disassociating users
- Changing user information
- Deleting users
- Resetting a user's password

## 4.2 Reporter/Supervisor Association

Local agencies are responsible for setting up the reporters /supervisor relationship in TraCS according to their business operations. There are three ways of setting up this relationship:

- **Make every field officer a supervisor.** This makes each officer responsible for sending their reports directly to NCDMV. It also minimizes user file maintenance for the agency administrator. The disadvantage is that there is no quality assurance review of reports locally before the form is submitted to NCDMV. This is a popular set up for some smaller agencies.
- **Make every field officer a reporter.** Have a limited number of office personnel act as TraCS supervisors. TraCS supervisors do not have to be supervising officers at the agency. Their responsibility is to review reports and, if ready, send reports to NCDMV for processing. Or, if the report is not ready, send the form back to the reporter for correction. This set up also minimizes user file maintenance for the agency administrator.
- **Set up reporters/supervisors by district or patrol area.** Field officers in a district are the reporters with the field supervisors set up as TraCS supervisors. Larger agencies have utilized this method because it allows them to roll out TraCS by district instead of to the entire agency at one time. It also gives the agency administrator a contact point in each district when it comes to managing rejected or supplemental reports.




After you have decided how to set up your users, there are a few things to remember:

- **Set up reporters first.** It will be easier to select reporters for association when you create your supervisors.
- **Do not associate one supervisor with another.** The supervisor has authority to approve and send their own reports directly to NCDMV.

### 4.3 Logging into the TraCS Configuration Manager

To open and log in to the TraCS Configuration Manager:

Click the **TraCS Configuration Manager** desktop icon  to open the TraCS Configuration Manager.

Log in to the TraCS Configuration Manager as the agency administrator.



**NOTE:** If you have forgotten your agency administrator ID or password, contact Traffic Records Operations Support.

Email: [operations-support@ncdot.gov](mailto:operations-support@ncdot.gov)

Phone: (919) 861-3084

The **TraCS Configuration Manager** opens, as shown in Figure 31,32.



The TraCS Configuration Manager Security Mode defaults to Local. This is the only security mode used at the agency level. One button is available to agency administrators — **User Editor**.

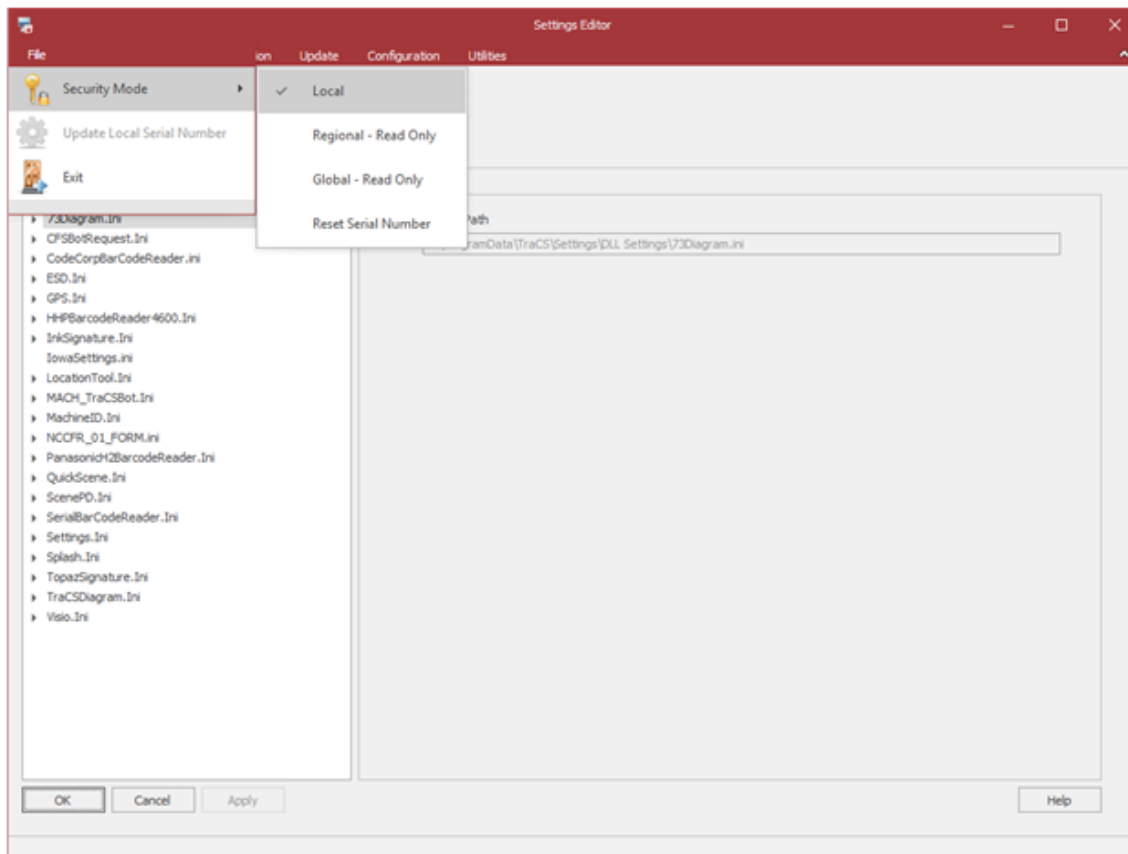


Figure 31. TraCS Configuration Manager

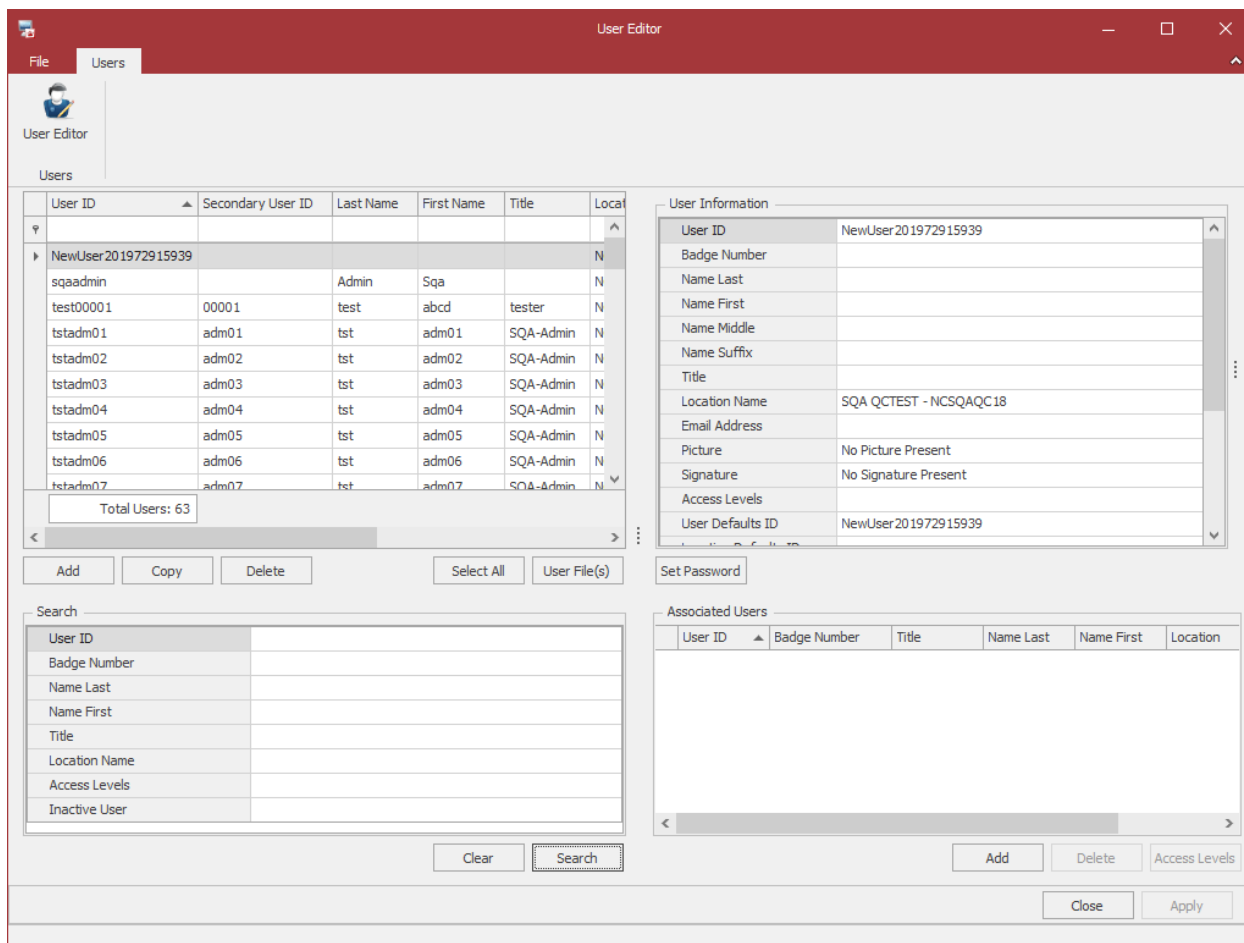


Figure 32. TraCS Configuration Manager



## 4.4 User Editor

The User Editor is where new TraCS users are created, existing users are modified, and the actions users are able to perform in TraCS are set by assigning access levels.

To open the User Editor:

Log into the TraCS Configuration Manager as the agency administrator (see “Logging into the TraCS Configuration Manager” on page 38).



Click **User** to open the User Editor.

The user's grid is blank when you open the **User Editor**, as shown in Figure 33.

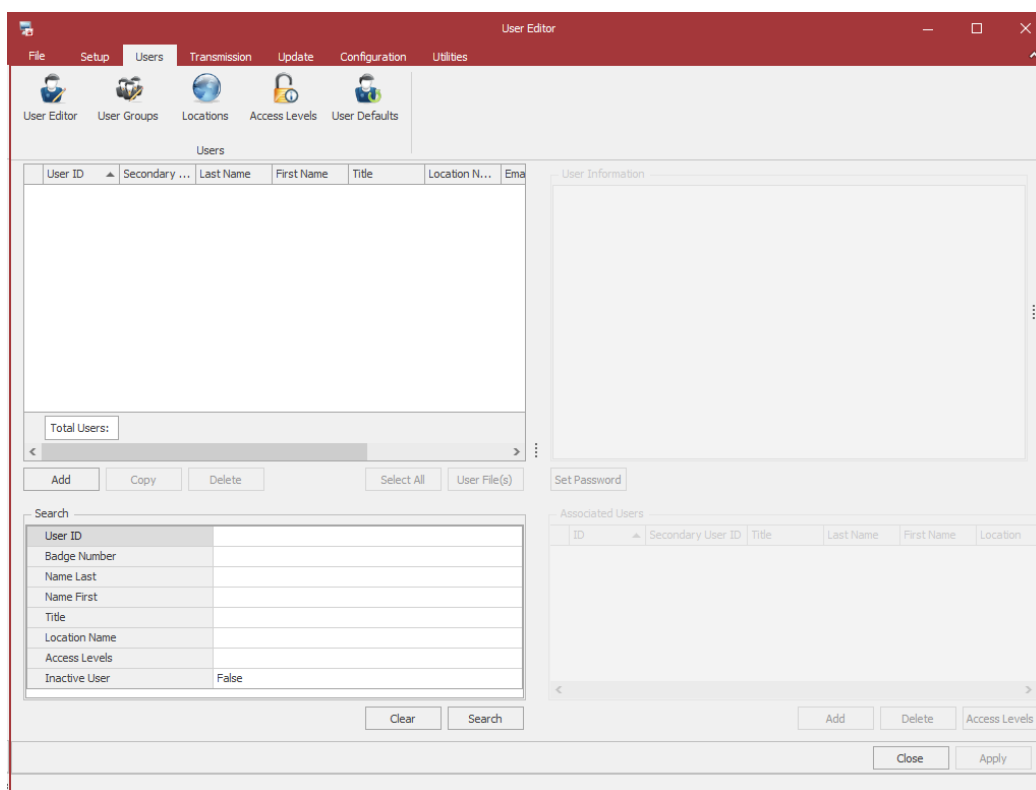


Figure 33. User Editor

If adding a new user, go to “Adding Users” on page 42.

If modifying an existing user, click **Search** to display all users (or enter values in one or more of the Search Criteria fields to filter search results).



Select the row listing the User you want to edit and **update the user in the User Information area in top right part of the screen. Click on Apply button at the bottom right corner of the user editor window.**

## 4.5 Adding Users

Everyone in the agency who will use TraCS must have a user account set up.



**NOTE:** You must be logged into the TraCS Configuration Manager as the agency administrator to perform this procedure. For login instructions, see “Logging into the TraCS Configuration Manager” on page 38.

To create a new TraCS user account:

Click **Add** in the User Editor.

The **User Information** section refreshes, as shown in Figure 34. Enter required information. See 4.6 for field descriptions.

User Information	
User ID	NewUser201911209942
Secondary User ID	
Name Last	
Name First	
Name Middle	
Name Suffix	
Title	
Location Name	Default Location - 000 - 000
Email Address	
Picture	No Picture Present
Signature	No Signature Present
Access Levels	
User Defaults ID	

Figure 34. Edit User Information Window




**TIP:** To avoid reentering the same information when creating multiple user accounts, create a user with only default information that can be applied to new users or a specific group of users at your agency. For example, a group of officers might have the same title, location ID, encryption key, and access levels. Select the user on the user grid and click **Copy**.

## 4.6 User Information Field Descriptions

Field	Description
User ID	<b>Required.</b> A name that identifies a user to other users. The user ID is entered when logging into TraCS.  We recommend that the agency establish a standard format for user IDs. User IDs are limited to 10 characters.
Secondary User ID	<b>Required.</b> The second ID assigned to a user. The Secondary User ID is commonly the user's badge number.
Name Last	<b>Required.</b> User's last name. Enter only alphabetic characters.
Name First	<b>Required.</b> User's first name. Enter only alphabetic characters.
Name Middle	Optional. User's middle name. Enter only alphabetic characters.
Name Suffix	If applicable, enter the user's name suffix.
Title	Optional but recommended. A value that is used to identify the user. For example, "Sergeant" or "Officer."
Location Name (agency name)	<b>Required.</b> Select your agency location by entering the first letters of your agency name until it displays in the field.  The location name, address, and phone number fields automatically populate based on your selection. If location name is not selected, users will be added to the default location which will not be correct.
Email Address	Optional. User's email address. The email address is stored in the local TraCS database on the machine used for agency administration.
Picture	Optional. Each user can have a picture uploaded for their profile. To add a picture, you must specify the location of the image to be used. Select load image from the list. Locate the image file and click <b>Load</b> . The picture is stored in the local TraCS database on the machine used for agency administration.
Signature	Not used in North Carolina.



Field	Description
Access Levels	<p><b>Required.</b> Assign only one access level from the list for the user. Click <b>x</b> to close the list.</p> <p>When changing a user from reporter to supervisor level, remove him or her as an associated user from the current supervisor or supervisors.</p> <p><b>NOTE:</b> DO NOT assign more than one access level to a user account. If a user serves as an agency administrator and as a supervisor, assign the user two TraCS user accounts, one for each level.</p> <p>A Separate 'DataExtraction' access-level has been added to the drop-down and can be assigned to the user for exclusively performing the data extraction function. The Data Extraction function is currently part of the Agency Admin access level, and no change has been made to that access level.</p>
User Defaults ID	Leave blank. This field automatically populates with the <b>User ID</b> when you save and close the window. The <b>User ID</b> and the <b>User Defaults ID</b> should be the same. When a user creates a user default (such as setting a field default value on the North Carolina Crash Report Form (NCCRF), the default is stored to the user's User Defaults ID.
Location Defaults ID	Leave blank. Not used in North Carolina.
Enterprise Defaults ID	Leave blank. Not used in North Carolina.
Encryption Key	<p><b>Required.</b> Always select <b>UniversalKey</b>.</p> <p> <b>CAUTION:</b> DO NOT select <b>***Unique Key***</b> for the Encryption Key field on the Edit User Information window. Doing so will result in the PERMANENT loss of forms created by the user. Select <b>UniversalKey</b> for all user IDs.</p>
Use Secure Password	<p>Select <b>True</b> to enforce password requirements. Secure passwords are case-sensitive and must be at least 8 characters in length and contain at least one number or special character.</p> <p>Select <b>False</b> for no password restrictions.</p>





Field	Description
Use Password Expiration	Select <b>False</b> . Passwords for NC TraCS users should not expire. If you select <b>True</b> , user passwords will expire every 90 days and will need to be reset. The last 10 passwords cannot be reused.
Inactive User	Indicates if the user is inactive or not.
Force Password Reset	Select True if you want to be able to force reset the user password. Select False if you do not want to be able to force reset the user password.
Account Locked	Indicates if the user account is locked.
Definable Fields	?



When all information has been entered, click **Apply** to save your changes

Click **Search** to display the new user on the user grid.

**3.13.2 Continue to “Associating Users to an Agency Administrator” on page 45.**

## 4.7 Associating Users to an Agency Administrator

An agency can have more than one agency administrator. Each administrator must be associated to all users in the agency. Administrators share one designated machine to perform administrative functions.

This procedure provides the steps to select each user individually.

To associate reporters to an agency administrator:

In the **User Editor**, select **Agency Admin** from the Search Criteria **Access Levels** list and click **Search**. Only TraCS users with an access level of agency administrator display on the user grid.

Select the row listing the agency administrator.

The user information and associated user information for this user will be displayed to the right of the User Editor window.as shown in Figure 36.



User Information

User ID	NewUser201972915939
Badge Number	
Name Last	
Name First	
Name Middle	
Name Suffix	
Title	
Location Name	SQA QCTEST - NCSQAQC18
Email Address	
Picture	No Picture Present
Signature	No Signature Present
Access Levels	
User Defaults ID	NewUser201972915939

Set Password

Figure 35. User Information

Associated Users

User ID	Badge Number	Title	Name Last	Name First	Location	Access Levels
♀						
▶	All Loc Search					ViewOnly, All Locations ...

Add Delete Access Levels

Figure 36. Edit Associated Users Window (Users Associated with Agency Admin)

Click **Apply**.



## 4.8 Associating Reporters to a Supervisor



**NOTE:** You must be logged into the TraCS Configuration Manager as agency administrator to perform this procedure. For login instructions, see “Logging into the TraCS Configuration Manager” on page 38.

A reporter can be associated to one or more supervisors. To associate reporters to a supervisor:

Create a list of the reporters to be associated to a supervisor.

In the User Editor, select **Supervisor** from the Search Criteria **Access Levels** list and click **Search**. Only TraCS users with an access level of supervisor display on the user grid.

- Select the row listing the supervisor The user information and associated user information for this user will be displayed to the right of the User Editor window as show in Figure 37

Click **Add**.

The screenshot shows the 'Edit User Information' window. It is divided into two main sections: 'User Information' and 'Property Information'. The 'User Information' section contains a table with the following data:

User ID	rohinsup
Badge Number	003
Name Last	Smith
Name First	Betty
Name Middle	
Name Suffix	
Title	
Location Name	NC DMV - NCDMV
Email Address	
Picture	No Picture Present
Signature	No Signature Present
Access Levels	Supervisor
User Defaults II	rohinsup

The 'Property Information' section contains:

**Name:**  
Access Levels

**Description:**  
User's Access Levels

Below these sections is a 'Set Password' button and an 'Associated Users' table:

User ID	Badge Number	Title	Name Last	Name First	Location	Access Levels
▶ rohinsup	1111		Thomas	Emily	NCDMV...	Supervisor
trep022	Badge001	Offi...	Rep	Test	NCDMV	Supervisor

At the bottom of the window are buttons for 'Add', 'Delete', 'Access Levels', 'Close', and 'Apply'.

Figure 37. Edit User Information Window

The **Add Associated Users** window opens. All users stored in the database display.

For each reporter to be associated to the supervisor, select the check box in the reporter's row.



**CAUTION:** DO NOT select a user with supervisor-level access. A supervisor should not be associated with another supervisor. The **Add Associated Users** window does not identify the access level of the users. Refer to the list of reporters you created in step 0

The example in Figure 38 shows two users selected to add to the supervisor's list of reporters.

<input type="checkbox"/>	User ID	Secondary User ID	Title	Last Name	First Name	Location
<input checked="" type="checkbox"/>	syncrep01	syncrep01	Reporter	Sync	syncrep01	NCDMV9999
<input type="checkbox"/>	rnew012	111		newlast	newfirst	NCDMV
<input type="checkbox"/>	rn12 012	121212		n12 last	n12 frist	NCDMV
<input type="checkbox"/>	nuser	007	PM	Kirschner	Joe	NCDMV
<input type="checkbox"/>	syncsup01	syncsup01	Supervisor	syncsup01	Supervisor	NCDMV9999
<input type="checkbox"/>	TestNewUser	555	Mr.	User	New	NCDMV9999
<input type="checkbox"/>	NewSuper3	NewSuper3		admin3Last	admin3First	NCDMV9999
<input type="checkbox"/>	user1rep	user1rep	dr	rep	user 1	NCDMV
<input type="checkbox"/>	Rep201272501	555555		Innasimuthu	Savari	NCDMV9999
<input type="checkbox"/>	NewRep72501	888888		Last	First	NCDMV9999
<input checked="" type="checkbox"/>	cbkrep	cbkrep	reporter	Kensak	C	NCDMV9999
<input type="checkbox"/>	rtest002	testrep		test	rep	NCDMV9999
<input type="checkbox"/>	testrep8	testrep8		Test	ReporterEight	NCDMV9999
<input type="checkbox"/>	rtest001	tv001		test1	rep	NCDMV9999
<input type="checkbox"/>	testrep7	testrep7		Test	ReporterSeven	NCDMV9999
<input type="checkbox"/>	testsup6	testsup6		Test	SupervisorTwo	NCDMV9999
<input type="checkbox"/>	testrep6	testrep6		Test	ReporterSix	NCDMV9999

Figure 38. Add Associated Users Window (Users Associated with Supervisor Shown)

Click **OK** to close the Add **Associated Users** window.

Click **Apply** to save the changes.



## 4.9 Disassociate One User from Another



**NOTE:** When the association for a user changes from reporter to supervisor, the user should be disassociated from the supervisor before making the change.

To disassociate one user from another:

Select the row listing the reporter on the “associated users” panel to the lower right and click Delete.

If the user is a reporter, verify that the user is associated to at least one supervisor. Reporters not associated with any supervisors are unable to submit forms.

Click Apply to save the changes.

## 4.10 Editing User Information



**NOTE:** You must be logged into the TraCS Configuration Manager as agency administrator to edit user information. For login instructions, see “Logging into the TraCS Configuration Manager” on page 38.

To edit a user’s TraCS account information:

In the **User Editor**, click **Search** to display all TraCS users on the user grid or filter search results by entering values in one or more of the Search Criteria fields.

Select the row listing the user and enter the new information in the user information area to the right to edit the user.

Click on Apply button at the bottom right corner of the user editor window to save the changes.

The **User Information** area is as shown in Figure 39.

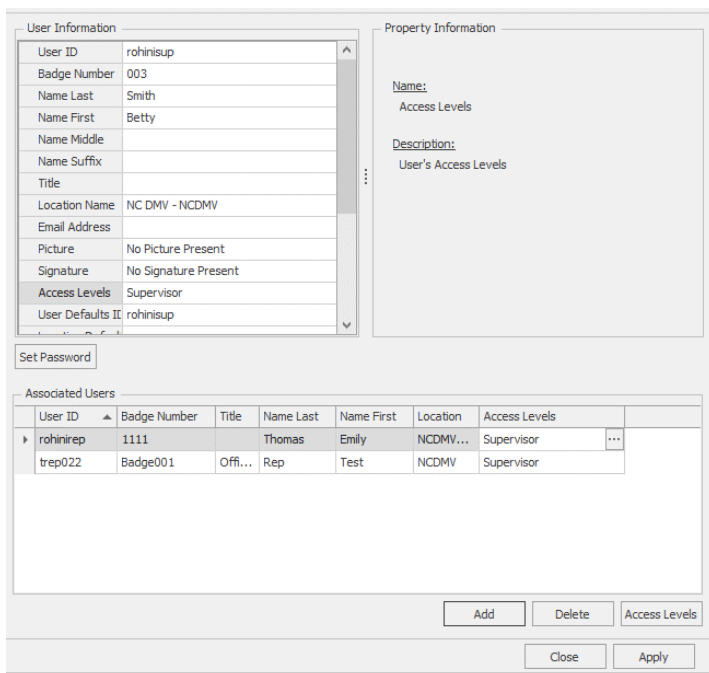


Figure 39. Edit User Information Window

## 4.11 Resetting a User's Password

If a user forgets their password, the Agency Administrator can reset it for them on the TraCS server. To reset a User's Password on the TraCS server, do the following:

1. Sign in to TraCS Configuration Manager using your Agency Administrator username and password.

Under the Users menu, select User Editor. In the **User Editor** enter the user information in the Search panel.

Click **Search** to display the user.

Select the row listing the user.

Click on the Set Password button below user information area as shown below.

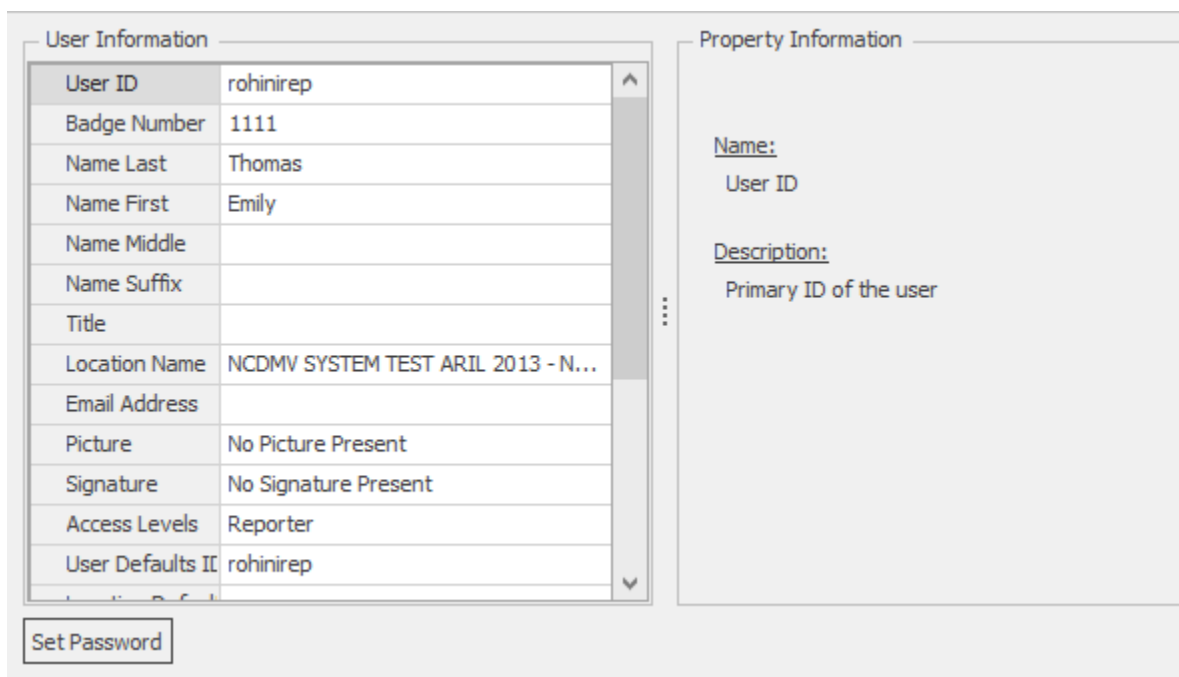


Figure 40. User Information dialog box with Set Password button

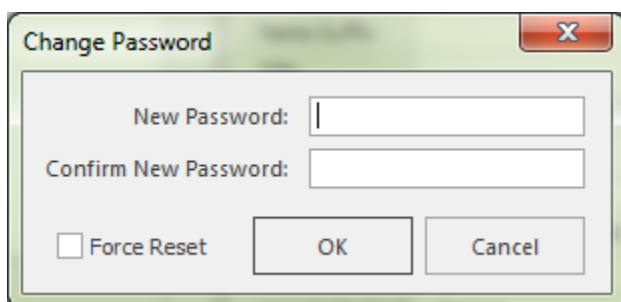
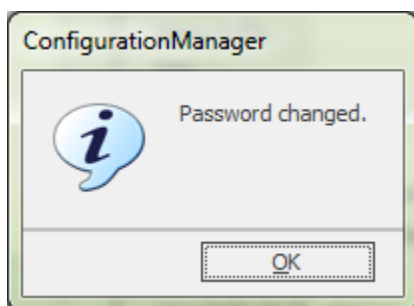


Figure 41. Change Password dialog box

2. Key in the new password.
3. Key in the new password again to confirm it.
4. Click on OK.
  - The Reset Password Changed Information Box displays:





*Figure 42. Configuration Manager Password Change confirmation*

5. Click ok to apply the changes to the password.
6. Inform the User of the New Password. Make sure they Sign on online, i.e., Connected to TraCS Server when they attempt to sign on with the New Password.

## **4.12 Deleting a User Now Deactivating a User**

Please DO NOT delete a user. Users should be deactivated when they are no longer needed. Please do the following to deactivate a User.

Select the user to be deactivated in the User Editor.

In the User Information panel to the right, go down to the “Inactive User” and click on it. Select “True” by clicking on the down arrow.





The screenshot shows the 'User Editor' application window. The 'Users' tab is active, displaying a list of users. The user 'AA01' is selected. The 'User Information' panel on the right shows details for user 'AA01', with the 'Inactive User' checkbox checked. The 'Associated Users' table at the bottom right shows other users associated with 'AA01'.

User ID	Secondary User ID	Last Name	First Name	Title
18agadmin1	18agadmin1	Eighteen	Admin	1
18testrep1	18testrep1	18test	rep	1
AA01	AA01	Admin	A	
AA09	AA09	Admin	I	
abdulreporter	ncdot123	abdu	abdul	
aberadmin	aber	aberd	deen	
aberdadmin	aber1515	aber	deen	
aberrep44	aberrep	rep	aber	
abersup44	abe	bersip	sup	
abowen6111test		Bowen	Adrian	
abrown	abro	brown	anthony	
adclifton	071869	Clifton	Andriette	
admin2uat	uat two	admin	uat two	
AdminVish	Training Admin 2	Tharu	Vish	
agadmin	00001	Admin	Agency	
agadmin2	agadmin2	unlock	admin	
asup011	asup011	Eleven	Asupervisor	
asup012	asup012	Twelve	Asupervisor	

Total Users: 299

Buttons: Add, Copy, Delete, Select All, User File(s)

Search fields: User ID, Secondary User ID, Name Last, Name First, Title, Location Name, Access Levels, Inactive User (False)

Buttons: Clear, Search

Buttons: Set Password

Buttons: Add, Delete, Access Levels

Buttons: Close, Apply

User ID	Secondary User ID	Title	Name Last	Name First	Location	Access
508testrep	508	Rep	Test		NCDMV01	Agency
bartman	4747747	Man	Bart		NCDMV01	Agency
clydetest	099988	Test	REP		NCDMV01	Agency
dwhiteufc	dwhiteufc	White	Dana		NCDMV01	Agency
qrampage	qrampage	Jackson	Quinton		NCDMV01	Agency

Figure 43. Deactivate User

Click **Apply** to complete the deactivation.

Click **Close** to close the User Editor.



# 5. Form Management

The agency admin can unlock reports that are locked, if a reporter or supervisor needs to work on a locked report. Please see Figure 44 below.

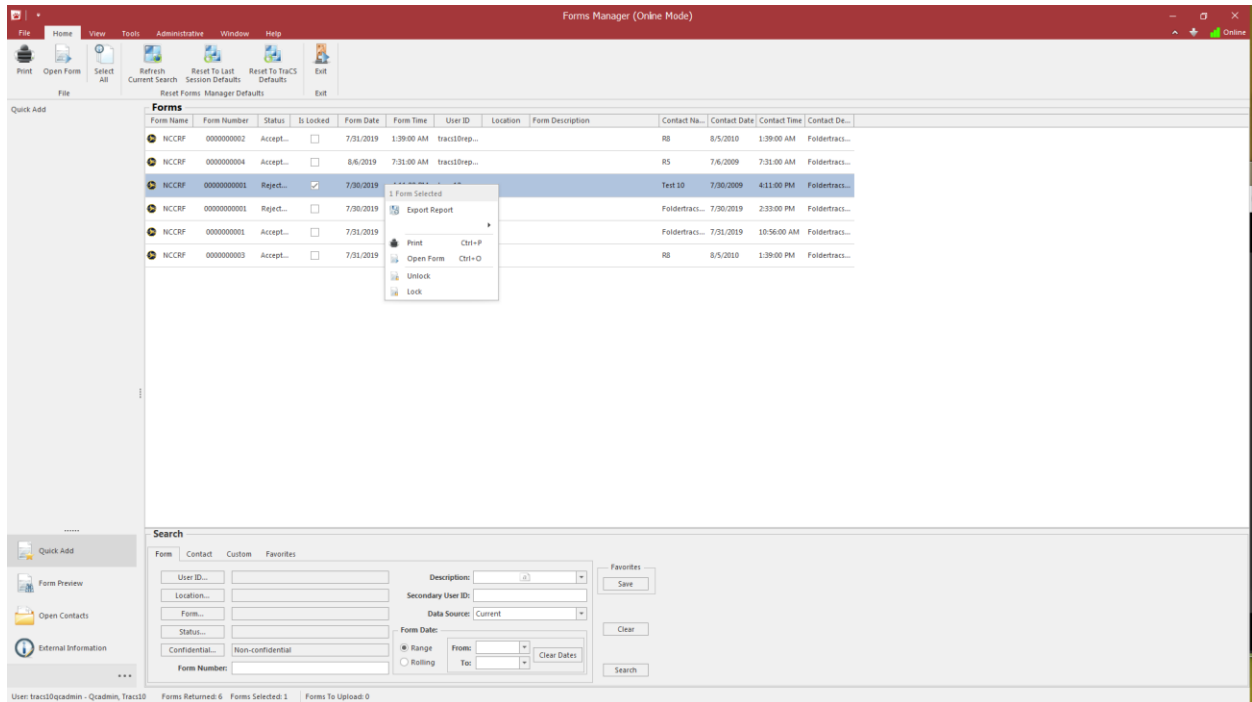


Figure 44. Unlock a locked report.







## 6. TraCS Auto Update

TraCS Auto Update keeps your TraCS program current. When new updates are available, the user is prompted to install them when the users logs in. The Auto Update will deliver changes to the North Carolina customizations (these are more common) such as form updates, business rule updates, etc.

The Auto Update can also upgrade the underlying the TraCS program provided by the vendor called Baseline Updates(these are less common). For instance, the TraCS application can be upgraded from TraCS 18 to TraCS 19. These updates are automatically performed similar to the NC customizations and the users follow the same process.

There are two types of updates: required and optional. If the update is required, you will not be able to log in to TraCS until the update is installed.

### 6.1 Required Updates



**CAUTION:** If you do not install required updates you will not be able to log in to TraCS in any mode; online or offline.

To install required updates:

1. Log in to TraCS. If required updates are available the **Required Update Available** window opens, as shown in Figure 45.

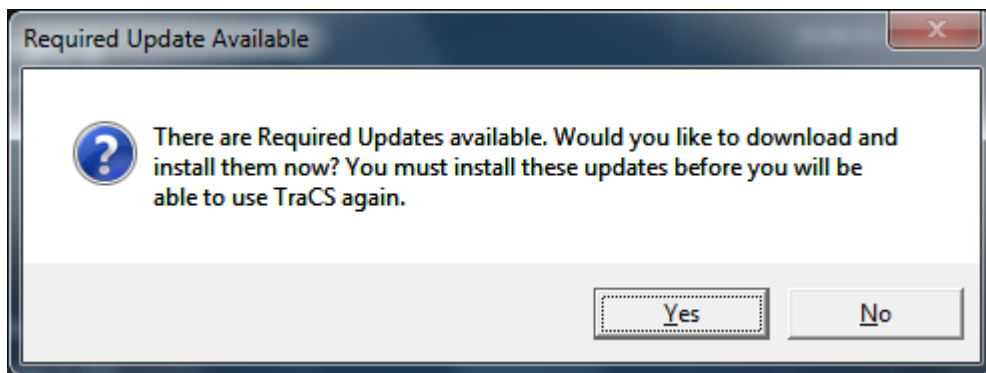


Figure 45. Required Update Available Window



2. Click Yes. The TraCS Update window opens, as shown in Figure 45.

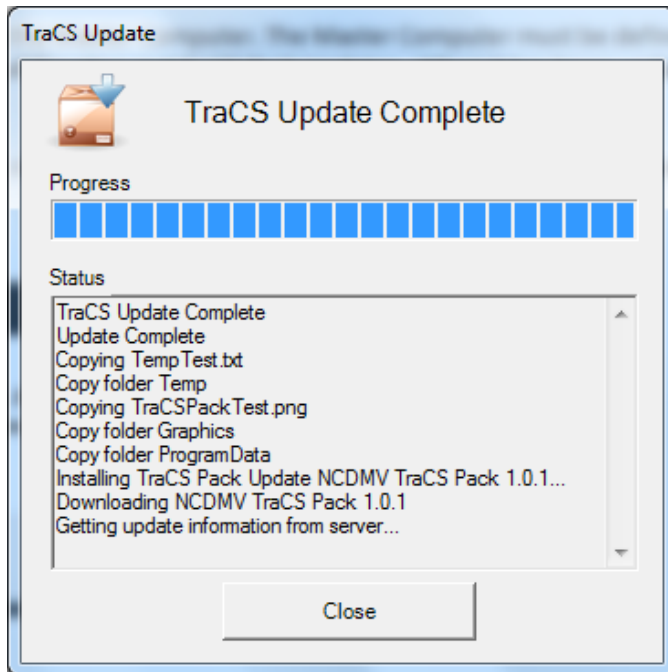


Figure 46. TraCS Update Window

3. When the update is complete, click **Close**.



## 6.2 Optional Updates

To install optional updates:

1. Log in to TraCS. If optional updates are available, the **TraCS Update** icon in the notification area displays the “You have new TraCS Updates to install. Restart TraCS to install them.” notification, as shown in Figure 47.

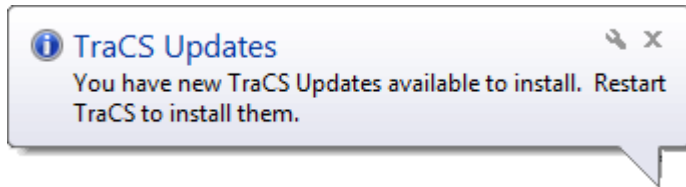


Figure 47. Optional Update Available Window

2. Log off and then log in again. The **Updates Available** window opens, as shown in Figure 48.

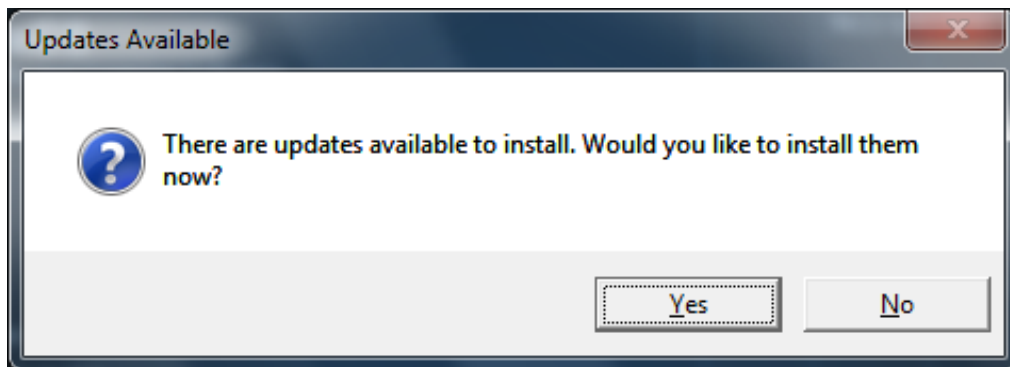


Figure 48. Update Available Window





3. Click **Yes**. The **TraCS Update** window opens, as shown in Figure 49.

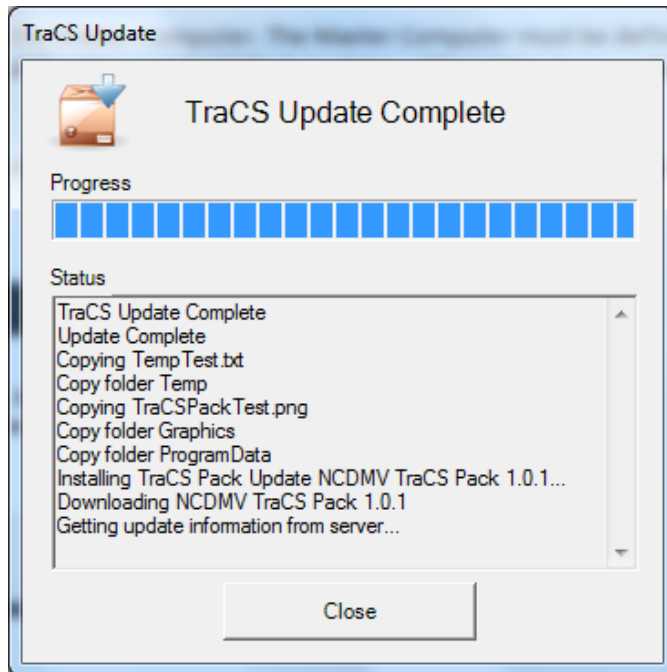


Figure 49. TraCS Update Window

4. When the update is complete, click **Close**.



