



U.S. DEPARTMENT OF JUSTICE
OFFICE OF COMMUNITY ORIENTED POLICING SERVICES
145 N Street, NE, Washington, D.C. 20530

COPS★

March 14, 2013

Re: COPS Agency Portal Enhancements

Dear Colleague:

I am writing to update you on some exciting new changes coming soon to Office of Community Oriented Policing Services (COPS) grant management systems, and to request your assistance in preparing your agency for these enhancements, which will improve your ability to manage your grant via the COPS Agency Portal. In November, 2012 you should have received a letter which provided an overview of these upcoming enhancements, along with a few steps we asked your agency to complete in preparation for the new grants management system. A copy of that letter can be found at http://www.cops.usdoj.gov/pdf/Outreach-Ltrr_for_Agency_Portal.pdf.

In the November 2012 letter, it was mentioned that the COPS Office would reach out again with additional information and instructions. Please note that we anticipate “going live” with COPS Agency Portal enhancements and other systems improvements **by early April**. **These changes will allow your agency to easily request and submit numerous grant management actions online via the COPS Agency Portal, including:**

- Change of information requests
- Grant extension requests
- Grant modification requests
- Withdrawals
- Other grant requests

An Agency Portal instruction manual is currently under development, and will be available on the COPS website as we approach finalization of these enhancements. This manual will provide your agency with all of the information needed to successfully navigate the new system and manage many aspects of your COPS grant online. Following this letter is a recap of steps your agency should take prior to the launch of the new system in early spring.

Thank you for your assistance -- we are very excited about these enhanced online grant management capabilities! If you have any questions or require assistance, you may reach out to the COPS Office Response Center or your Grant Program Specialist at 1.800.421.6770. We look forward to working with you to further your agency's community policing efforts.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew A. Dorr". The signature is fluid and cursive, with a horizontal line at the end.

Andrew A. Dorr
Assistant Director for Grants Administration

Things Your Agency Should Do Now:

- Log into your COPS Agency Portal account to review your agency's Contact Information Page. You can access agency portal by clicking here, <https://portal.cops.usdoj.gov/>. Once there log in and select Agency Contacts on the left side of the screen.
- You will notice that this page has been enhanced to allow you to select titles from a drop down listing.
- Another significant enhancement is the ability to assign a Point of Contact to a number of grant management tasks such as: Law Enforcement Executive/Program Official, Government Executive/Financial Official, Agency Primary Point of Contact, SF-425 Contact, Progress Reports Contact, and Grant Monitoring Contact. You will also have the ability to assign alternate points of contact for each of these tasks.
- Please review the Contact Information for your agency in the Contact Information Page.
- If this information is correct, do not make any adjustments and navigate away from the page or close the browser.
- If this information is incorrect, **please make revisions as necessary and click UPDATE to confirm the new information is correct.** *Failure to confirm your agency's contact information may result in official correspondence being sent to the incorrect representative.*
- **E-Signature-** All users will need to establish an electronic signature in the Account Information Section of Agency Portal. This electronic signature is how your agency will sign important grant documents such as extension requests and award acceptance documents. Initially, use of this electronic signature will be limited to actions that a Law Enforcement Executive/Program Official and a Government Executive/Financial Official can make; however, future upgrades to the Agency Portal system will implement this functionality for all interactions with the COPS office (i.e., submitting an application for funding or submitting Progress Reports).

To Create an E-Signature:

- Log into your COPS Agency Portal account to review your personal account information. You can access agency portal by clicking here, <https://portal.cops.usdoj.gov/>. Once there log in and select Account Information on the left side of the screen.
- Provide your E-Signature by typing your signature in the box provided and clicking UPDATE.

- **User Permissions-** Upon release, it is very important for Law Enforcement Executives to review the user permissions established in the Agency Users Section of Agency Portal.

Please pay special attention to the following:

1. The User Moderator role, this role grants users the capability to assign permissions to other members of the agency to access all of the systems included in Agency Portal. These systems include the COPS Application Program (CAP), Progress Reports, SF-425, and the new features that will be found in the Grants Management Section (such as extension requests and grant modifications).
2. The User Moderator role assignment could include the capability to assign other users the User Moderators role. This role should be reserved only for staff that serve as Administrators of the Agency Portal System.
3. Permissions will also need to be assigned to access the new features of Agency Portal.

Please note that the COPS Office has also increased security requirements related to customer passwords in response to recent cyber attacks on government IT systems. The three most significant security changes your agency will experience are:

1. Increased password complexity to meet federal government system regulations (ie. your password will be required to have a combination of 12 characters, including upper and lower case letters, special characters, etc.).
2. Passwords will now expire every 90 days.
3. Your account will be locked out after five (5) unsuccessful login attempts. The account will remain locked for 15 minutes, at which time it will be unlocked to allow the user to try again. After 15 unsuccessful login attempts, your account will be administratively locked out. If this occurs you will need to contact the Response Center at 1.800.421.6770 to have the account unlocked.