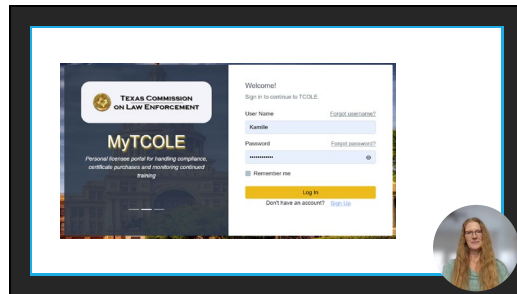


Slide 1



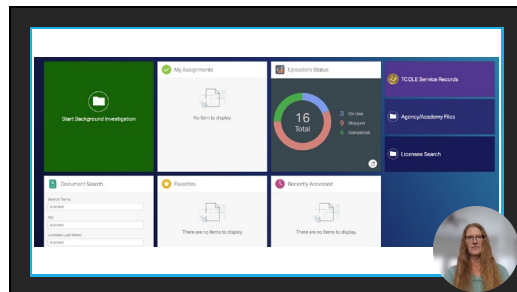
Hello. Thank you for being part of TCOLE's Early Adopters Group. We're so glad you're here. TCOLE looks forward to supporting your agency's records management journey with OTRR, the open text records repository. This demonstration covers how to start a background investigation in OTRR .

Slide 2



When you start a background investigation, you will log in to OTRR to request records from agencies, academies, and TCOLE. Navigate to the TCOLE login Hub to get to OTRR. This is the same place you access your MyTCOLE account.

Slide 3



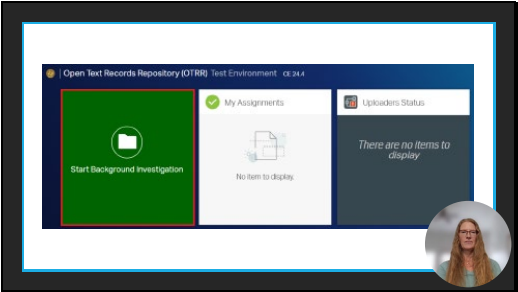
You will land on your OTRR home page. As an investigator/recruiter, the tiles you will use most will be:

- The **My Assignments** tile is where you see tasks in your investigation
- The **Start Background Investigation** tile is where you'll start a new background investigation into someone applying to your agency.
- The **Uploaders Status** tile tracks the progress of the files you've requested from agencies and academies. The TCOLE Service Records tile is where you'll review

the files TCOLE sends you for your investigation.

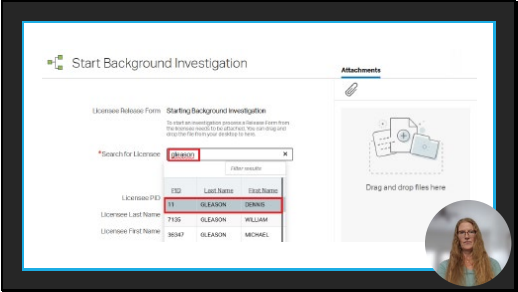
The **Agency/Academy Files** tile is where you'll review the files that agencies and academies submit for your investigation

Slide 4



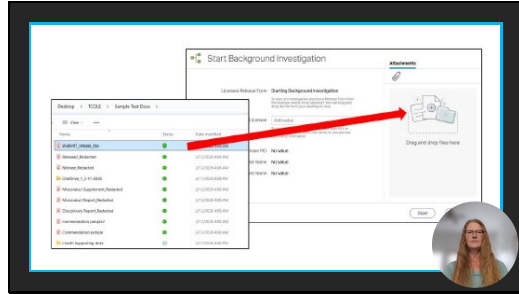
From your OTRR homepage, select Start Background Investigation.

Slide 5



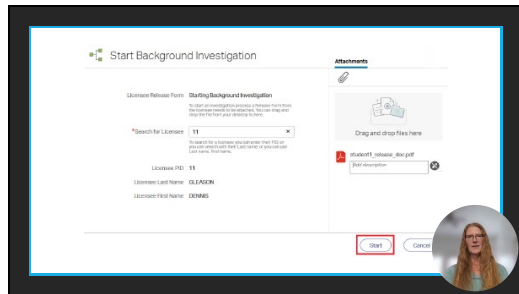
Search for the licensee and select the matching result.

Slide 6



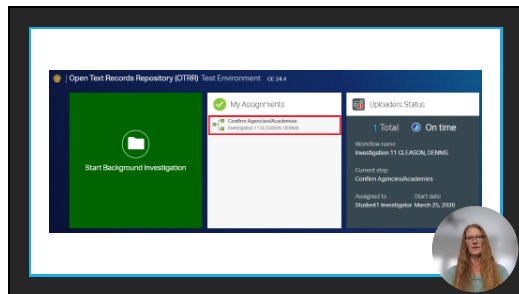
Then you'll attach the release form for the person you're investigating. You can do that by dragging and dropping the file, or browsing your computer to upload the file. If you don't attach the release form now, a task will appear in your My Assignments tile for you to do that, and you won't be able to move forward with the investigation until the Release form is uploaded.

Slide 7



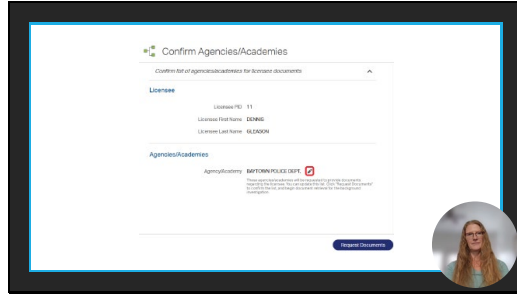
Select Start.

Slide 8



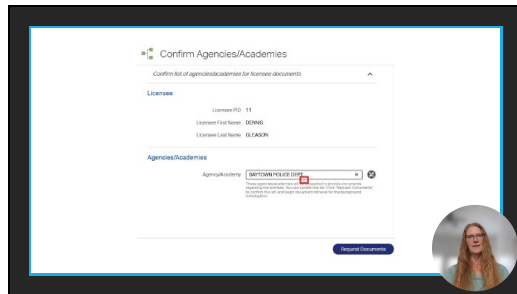
A new Confirm Agencies/Academies task is added to your My Assignments tile. You will also receive an email notification. Open the Confirm Agencies/Academies task.

Slide 9



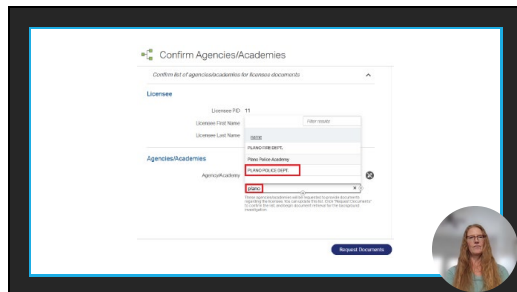
OTRR automatically lists all current and former agencies/academies associated with the licensee. Review the list and add agencies and academies as needed. To add an agency or academy to your investigation, hover over a name so that a pencil appears on its right.

Slide 10



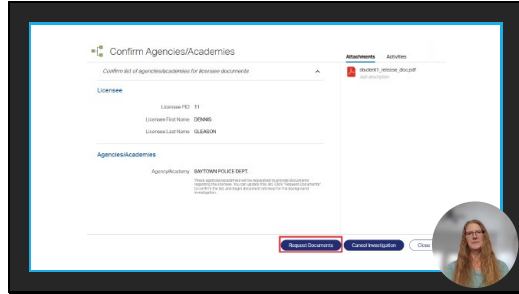
A plus sign will appear. Select that.

Slide 11



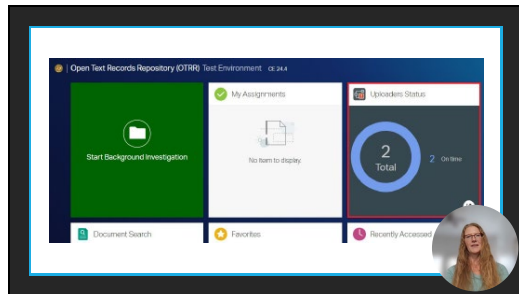
Start typing the name of the agency or academy you want to add. When you see it in the list that appears, select it.

Slide 12



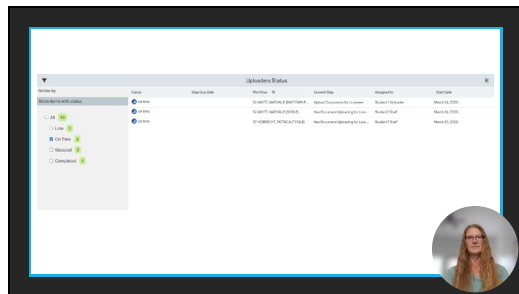
Select Request Documents when finished. Upload tasks will appear for all the uploaders at each listed agency/academy. TCOLE also receives a separate upload task for each investigation. Email notifications are sent to all uploaders.

Slide 13



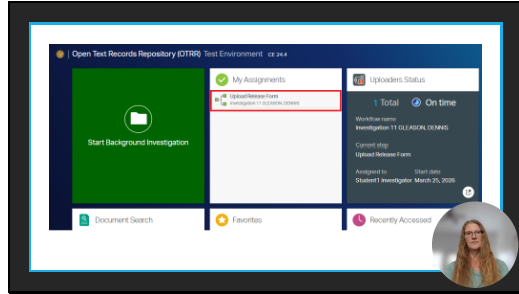
The Uploaders Status tile will now show the uploading tasks you've assigned to the all the uploaders at all the agencies and academies you've requested files from. Select the number or tile title to check the status of those tasks.

Slide 14



Select any line to see details of your requested files. To return to the Home Page, click on the top right corner of the page.

Slide 15



Remember that if you didn't upload a release form when you started the investigation, you'll have to do that before you can move forward. The Upload Release Form task will be in your My Assignments tile. That's how you start your background investigations in OTRR. In the next video, we'll talk about how to review the files get from your requests.