



## Fusion Center Assistance and TnCOP Help Desk Information



If you are experiencing any problems or wish to make suggestions regarding the Fusion System, CRMS or TnCOP software, you may access a *Fusion Center Issue Form* at [www.tbi.tn.gov](http://www.tbi.tn.gov). Download and complete the form. Then, following the guidelines below, attach the form to an email and send it to [TnCOP.helpdesk@tn.gov](mailto:TnCOP.helpdesk@tn.gov). **Always provide your name, agency name and ORI and contact information for all requests.** To expedite your response, please use one of the following **Key Words** in the subject line of the e-mail:

### Subject Line: Information

Type **Information** in the subject line and you will receive an automated response which includes a Brochure and other Help Desk options used to request service.

### Subject Line: Problem

Please use this keyword for password/login issues, problems using the Query tool, or problems using the CRMS or TnCOP software.

1. Type **Problem** in the subject line.
2. Provide the details of the problem request in the body of the email.
3. Where possible, supply problem error messages, screen name or screen shots to assist developers in understanding the problem.

### Subject Line: Enhancement

Please use this keyword for suggested improvements you wish to see in the Fusion System.

1. Type **Enhancement** in the subject line.
2. Provide the nature of the enhancement in the body of the email.
3. Where possible, provide screen names or field names to help give context to the requested enhancement.

### Subject Line: Installation

Please use this keyword to request connection to the system.

Type **Installation** in the subject line and supply the following information in the body of the email

1. Agency IS Technical Contact and contact information
2. Agency RAC/Alt. RAC and contact information.

### Subject Line: Training

Please use this keyword for any questions regarding training issues such as offense or property classifications, CRMS Search questions or to schedule TnCOP or CRMS training. The TIBRS training schedule can be found on the TBI website: [www.tbi.tn.gov](http://www.tbi.tn.gov)

Type **Training** in the subject line and supply the following information in the body of the email to request training:

1. Contact information for each person requesting Training.
2. Type of class requested for each person.
3. These requests will be forwarded to the TIBRS training staff for scheduling.
4. The TIBRS trainer will contact the requestor to ensure training is scheduled.

***NOTE: Please verify you have scheduled training with the TIBRS training staff. Your e-mail will begin the process but verification must occur between the requestor and the TIBRS trainers.***

### Subject Line: Schedule

Please use this keyword to request a statewide installation schedule.

Type **Schedule** in the subject line to receive a statewide installation schedule showing target months and in some cases target dates for agency installation.

The legend at the bottom of the report explains the various codes listed within the body of the report sent in return to the request. The email system will automatically respond with the Weekly District Installation Schedule.