JIMS User Manual

Last updated: January 2nd, 2025

The Jail Information Management System (JIMS) is an application developed and maintained by Maine Office of Information Technology to bring select county jail data in one, centralized system.

JIMS has the following main features:

- **Resident Index**: Stores and tracks resident locations between county jails.
- **Data Collection**: For daily data entry to track various (monthly data entry is work-in-progress).
- **County and DOC Facility Contacts**: Records best points of contacts for each County and DOC Facility.
- **Bed Management and Population Counts** (Legacy, previously BARS): Tracking bed availability and population totals.
- **Finance** (Legacy, previously CRAS): Tracks County budgets by year and budget actuals by month.
- **User Management**: Provides administrative controls and self-management for JIMS accounts.

Depending on your account configuration, you are likely to have access to only some of these areas.

The JIMS application can be navigated via the green sidebar. The **"Home"** page can be used as a central page. Any pages that are not shown in the sidebar are likely inaccessible due to your account's permissions.

Throughout this manual, there may be some buttons, form fields or other components that you do not see on your screen. This may be due to your account not having the appropriate permissions to perform those actions.
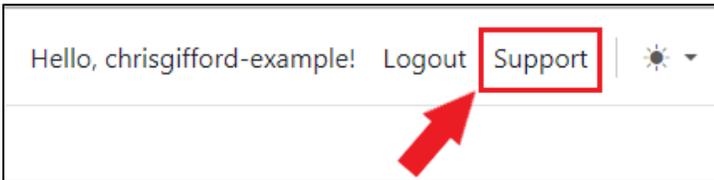
Support

If you have any questions, suggestions or issues, please contact one of our support emails:

User Support	BARS/CRASAdminSupport@maine.gov

| Technical Support | CorrectionsApplicationSupport@maine.gov |

You can also always contact us from the Support page in JIMS:
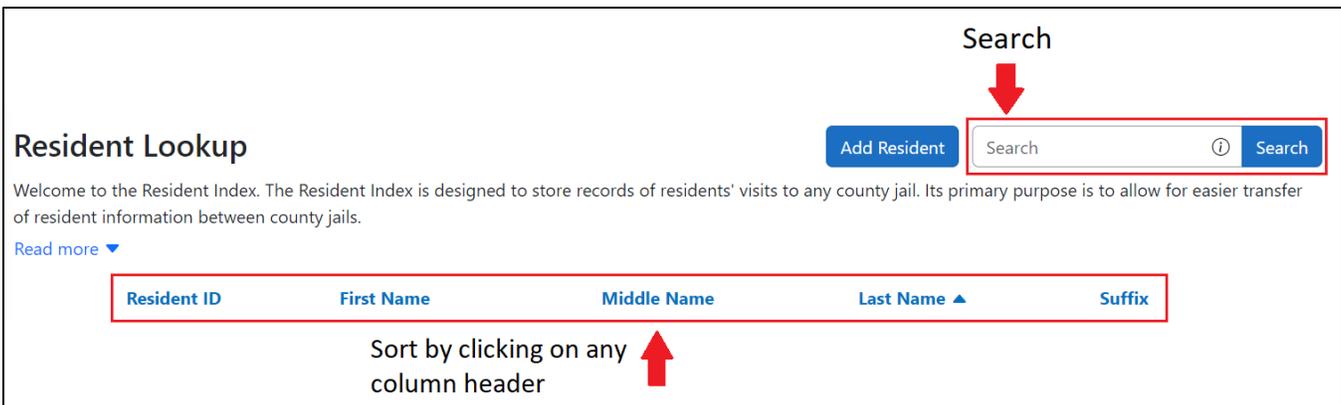
Hello, chrisgifford-example!   Logout   Support   ☀ ▾

Resident Index

The Resident Index is designed to store records of residents' visits to any County Jail. Its primary purpose is to allow officers to perform a lookup during intake of a resident. This will then tell them which jails the resident has been to previously. The officer can then use the "Contacts" button for that record and reach out to previous counties to obtain any documents or records that jail may have on that resident. That being said, there is no Personal Identifiable Information (PII) stored in this application for security reasons.

To perform a lookup, simply use the search field in the top-right hand corner. You can search by any part or any combination of the resident's name. If you know their resident's ID number, you can also search with that as well.

You can also sort the lookup table by clicking on any of the column headers:

Search

Resident Lookup   Add Resident   Search   ⓘ   Search

Welcome to the Resident Index. The Resident Index is designed to store records of residents' visits to any county jail. Its primary purpose is to allow for easier transfer of resident information between county jails.

Read more ▼

| Resident ID | First Name | Middle Name | Last Name ▲ | Suffix |

Sort by clicking on any column header

Adding a new resident

Before adding a new resident, please make sure there is not already a record for this resident in the database. Please search their primary name as well as any alternative names. You can search first name, last name or any combination of the parts of a resident's name. Ideally, we should only have one official record for each person, otherwise, it may be difficult to find and organize records for residents.

Use the **"Add Resident"** button make the form appear to add a new resident. Populate the first, middle and last names in the form. Suffix are optional. If the resident does not have a middle name, you may leave the field blank, but the system will prompt you to confirm that the resident does not have a middle name. You may also add an initial intake entry for that resident for the county you're assigned to. You are only able to add intake entries for your own county. You cannot add intake entries if you are assigned to the Central Office County. Switch the toggle to enable adding this initial intake entry and select the date of intake. For example:
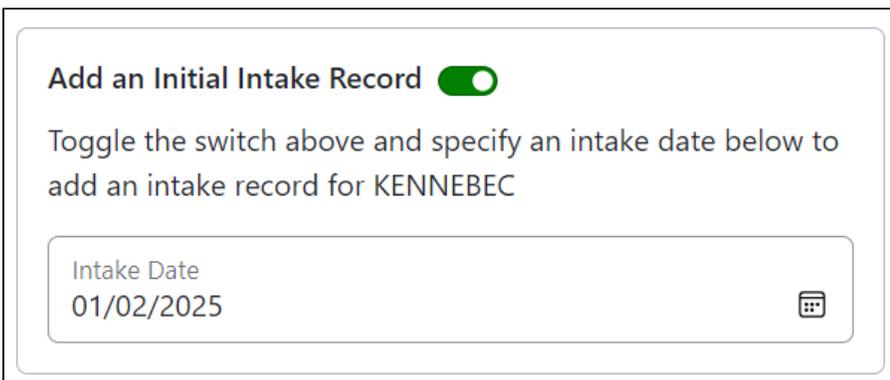
Add an Initial Intake Record 🟢

Toggle the switch above and specify an intake date below to add an intake record for KENNEBEC

Intake Date
01/02/2025   🗓

Once you fill all the fields, simply click **"Add"** to add the resident to the system:

Add New Resident ✕

Enter the Resident's information below

Please enter as much information as possible so that resident's can be properly identified in absence of Personal Identifiable Information (PII)
Use the resident's full, legal name and do not use nicknames.

First Name
Abraham

Middle Name

Last Name
Lincoln

Suffix
None ⌄

Add an Initial Intake Record 🔘

Toggle the switch above and specify an intake date below to add an intake record for KENNEBEC

Intake Date
01/02/2025 🗓

➡ **Add** Close

Then, if no issues are found, this resident will be added to the system.

If the name you have entered similarly matches other names in the system, you may be prompted with a warning:

Please verify that the resident you want to add does not match any of the existing residents in the system by clicking **"View"** on each resident in the provided list to view more details. The "View" button will always open in a new tab on your browser, so your progress won't be lost.

If the resident you are trying to add does not match any existing residents, click **"Confirm"** to confirm the addition of a similarly named resident. If you find the resident you are trying to add already has a record in the system, simply click **"Close"** and the resident will not be added again. Then, please add whichever information you need to add for that resident to the existing resident record.

Editing an existing resident

For residents that have already been added to the system, they may have undergone a name change since their last intake. You can edit their name in the system by navigating to the right-hand side of the resident's row in the table and clicking on the action button. Then, click on **"Edit Name"**:

Then, change the appropriate fields for the name change and click **"Save"** to save changes:

This will save the resident's new name. The resident's name that was originally entered into the system is preserved. This can be viewed in the resident's overview page, by clicking **"View"**, then on the Resident View page, click the Information symbol:

The name as entered into the system is also used in the search function in the resident lookup table, so you can search by either name and the resident will still appear in the list.

Intake Entries

Resident Intake Entries allow counties to enter a record of the resident's date of intake at their particular jail. It should only ever be used to represent intakes only and should never be used to represent transfers from other county jails. Its purpose is to have more accessible records of the county jails that each resident has been processed into. It will help facilitate the sharing of more detailed resident-specific records by providing easily accessible contact information for each county.

These intake records will never be used for funding purposes.

Viewing an Intake Entry

To view a resident's intake entries, click **"View"** on the row associated with that resident in the lookup table:

	Resident ID	First Name	Middle Name
View	65	Abraham	E.

A new page will appear with all the intake entries recorded into the JIMS system for that resident.

You can sort this table by clicking on any of the column headers.

You can view the current primary contacts for the county associated with the intake entry by clicking on Contacts button:

Adding a new intake entry

You can add a new intake entry by clicking on **"Add County Jail Intake"**. This will make a form appear where you can enter the intake date for the county you are assigned to. You are only able to add intake entries for your own county. You cannot add intake entries if you are assigned to the Central Office County.

Notes

Resident notes allow counties to enter miscellaneous information regarding a resident for other counties to use as a reference. Any note entered into the system can be viewed by all users. Notes cannot be edited once added and can only be removed by users of the county that the note was added for.

For example, a user may enter a note regarding the unique ID that is associated to that resident in their own Offender Management System. This will help other users within the same jail to properly identify residents in the absence of PII (see below).

Important: Notes do not and should never contain Personal Identifiable Information (PII). This includes DOB, SSN, Last 4 of SSN, driver's license IDs, passport IDs, etc. Although we have some preventions in place, please do not enter any PII into a resident note.

Viewing a Note

To view a resident's notes, click **"View"** on the row associated with that resident in the lookup table:

	Resident ID	First Name	Middle Name
View	65	Abraham	E.

A new page will appear with a couple tabs near the top of the page. Click the **"Notes"** tab and you will see all the notes that have been added into the JIMS system for this resident.

You can sort this table by clicking on any of the column headers.

Adding a new note

You can add a new note by clicking on **"Add Note"**. This will make a form appear where you can enter the note. As previously mentioned, please do not add any PII to a note. You are only able to add notes for your own county. You cannot add notes if you are assigned to the Central Office County.

Deleting a note

If the note is associated with the county you are assigned to, you may delete the note. To do this, navigate to the row that contains the note you want to delete. On the right-hand side, click the action button and then "Delete":


Data Collection

There are currently 9 main types of data being collection in JIMS:

- Pre-Trial Diversion
- Home Monitor Release - Furlough
- Alternative Sentencing Programs
- Classification of Crimes
- Bail Data
- Demographics

- Veteran Data
- Bed Management (Legacy)
- Population Counts (Legacy)

Each page is split into their own separate pages. The legacy pages can be found in the old section of the app, under the **"Bed Management (Legacy)"** navigation menu in the sidebar. The new pages can be found in the **"Data Collection"** navigation menu in the sidebar.
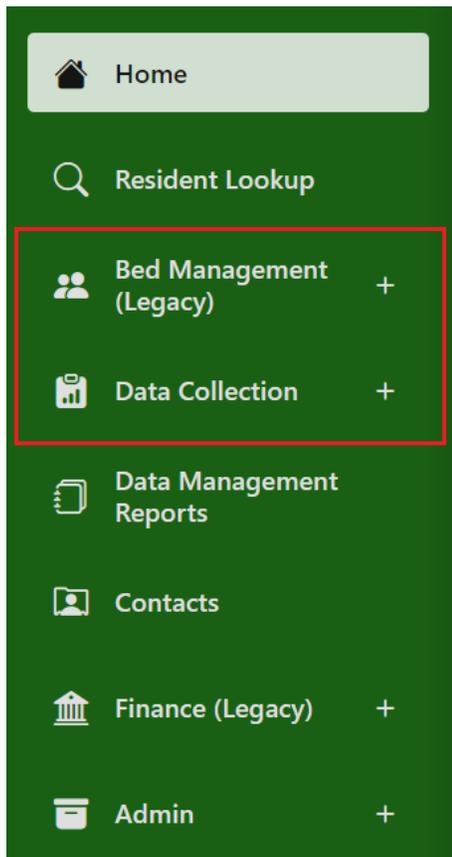
All data is recorded by a date and county. To select a date, use either the forward and backward buttons which will shift the day by 1 in their respective directions, or click on the date field to either enter your own date manually or use the date selector by clicking on the date icon:

In the date selector, the highlighted dates show which dates have been populated with data. The non-highlighted dates have not yet been populated with data. Click on any date to select it to view the data for that date:
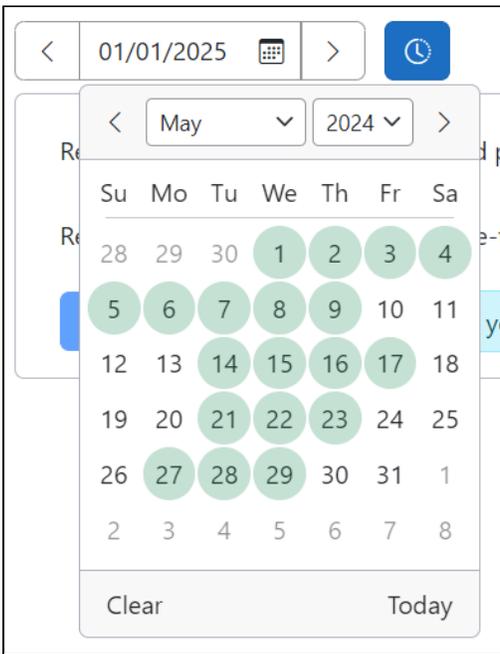
To select a county, simply use the county dropdown on the right-hand side of the screen:

Entering data

Although you can view data for any county, you can only edit data for your own county. To edit data, select your county in the county dropdown and select the appropriate date. Then, fill in the data appropriate for that data type, date and county. You may leave a field blank, and the system will auto-populate it with 0. Then, once filled, simply press **"Create"** to submit the data. Pressing **"Cancel"** will clear the data from the fields and not commit any changes.

Viewing record history

You may edit existing data if desired but only do so if necessary. We keep a record of every change made to this data, so your changes will be recorded to ensure accuracy. You can view the history for the selected date and county by pressing the "History" button next to the date field:

This will make the record history table appear. Click on each row to see more details regarding that particular update to the record:

Contacts

The Contacts page is designed to list the primary contacts for each County and DOC Facility. Use the location dropdown in the top, right-hand side to select the location you want to view its contacts for:

To view the contact history for that location, click the "History" button next to the location dropdown:

This lists all the current and previous contacts for that location. Contact information for can only be viewed for active contacts.

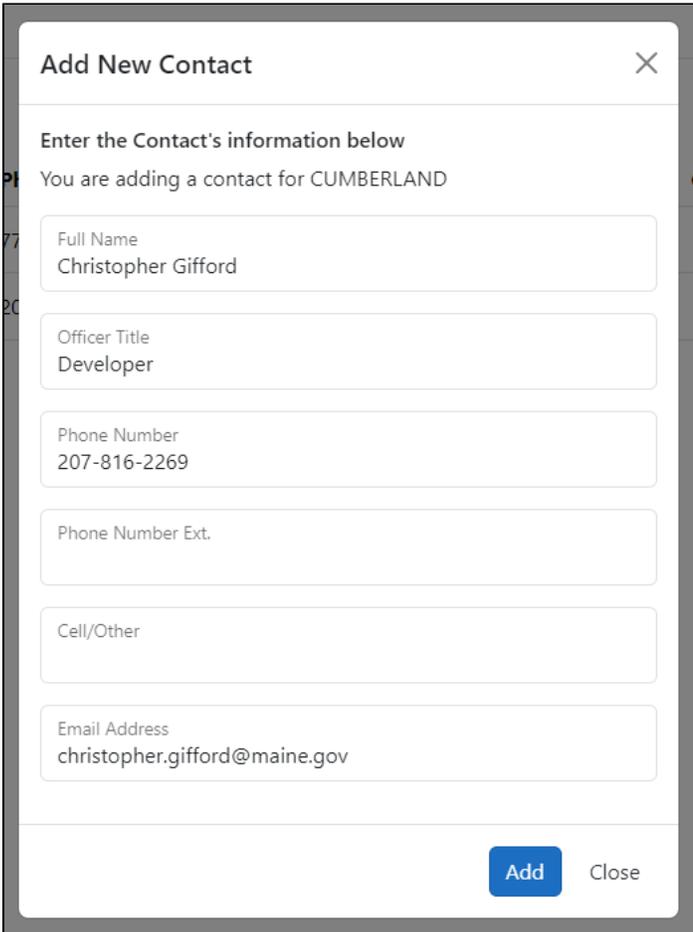## Creating a new contact

To add a new contact, click **"Add Contact"** in the top, right-hand corner of the screen:

This will make a form appear. You cannot add a contact for any county other than your own. As for DOC Facilities, only users with the "Central Office" role assigned to them can edit DOC Facility contacts. Fill in the information appropriate for that contact:

Then click **"Add"** and the contact will be added to your county.

Editing an existing contact

To edit an existing contact, navigate to the action button for the contact you want to edit on the right-hand side of the screen:

Then, a form will appear, and you can edit whichever fields that are necessary.

Then, click **"Submit"** to save these changes.

Deleting a contact

When deleting a contact, the contact is not erased completely from the system, but the contact information will no longer be accessible. It will appear as an "Inactive" contact in the contact history list mentioned above. To delete a contact, navigate to the action button for the contact you want to delete on the right-hand side of the screen:
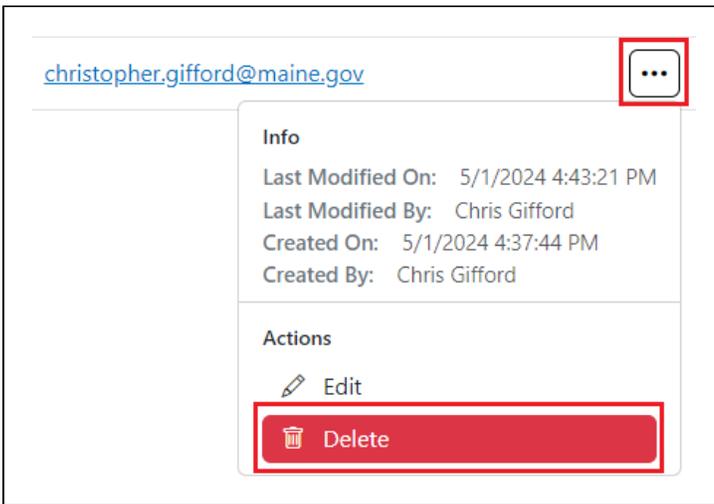
Click **"Delete"**, there will be a confirmation to delete, click "Yes", then the contact will be deactivated.

Finance

Migration of CRAS to modern technologies is still work-in-progress.

Your Account & Authentication

Shared Accounts

BARS & CRAS previously allowed and utilized shared accounts, but due to new Maine Office of Information Technology (OIT) security requirements, shared accounts are strictly forbidden. Shared accounts require the distribution of account credentials, which pose a serious security risk and therefore, are no longer allowed.

New accounts are very easy to create and manage and we greatly encourage users to create as many new accounts as are needed and are now requiring one for each staff member. Accounts should not be transferred in the event of staff termination or retirement. Instead, they should be deactivated and new accounts created for any new staff members.

Registration

You may self-register to the JIMS system, but your account will need to be approved by a JIMS Administrator before you can gain access. You can begin the registration process by navigating to the log in page and clicking on **Register as a new user**:

A registration form will appear. Enter your desired username and the email you would like associated with this account as well as a new password. The system allows multiple accounts to be associated with the same email if desired, but the username must be unique.

Your password must adhere to the following standards:

- At least one number
- At least one lowercase letter
- At least one uppercase letter
- At least one symbol
- At least 12 characters

Here is an example of a valid registration form:

Once you've filled the required fields, press **"Register"** and the form will tell you whether the registration was successful. If there are any issues, a message should appear, such as the following example:

Once you've successfully created an account, the following message should appear:

Once the JIMS Administrators have approved your account, you will receive an email. Then, navigate to the login page and use your credentials to sign in. Upon successful sign-in, you should reach the Home page of JIMS

Login & Authentication

Login

User account login is done with your account's username and password. Upon successful login, you will then be prompted to authenticate with one Multi-Factor Authentication (MFA) method (more information below in the MFA section).

If you have any issues logging in, please contact our support.

Forgotten password

Forgot your password? Not a problem. Navigate to the log in page and press **"Forgot your password?"**

Then, in the next page, enter your username and click **"Reset Password"**. The email associated with your account will receive a link where you can reset your password.

Multi-Factor Authentication (MFA)

Due to new security requirements from the Maine Office of Information Technology (OIT), it is required to have Multi-Factor Authentication (MFA) enabled on each JIMS account. We have tried to make it as simple and straightforward as possible, though we are always making improvements.

There are currently 2 methods of multi-factor authentication: Email and/or an Authenticator App.

When you first login to the system, you will be given temporary access (currently 15 minutes) to a page on your account to set up at least one MFA method. Click on any of the methods listed which will reveal at set of instructions on how to set up that method:

Simply follow the instructions for that method and you will have MFA enabled on your account. You will need at least one method enabled before gaining access to the system. You may enable both methods if desired.

Important! When you set up the first method to your account, the system will provide you with a series of recovery codes that can be used to gain temporary access to your account in the event you cannot login with your enabled MFA methods. Please copy these codes and save them in a secure location where no one else but you have access (no shared drives, shared cloud folders, etc.):

Email authentication method has successfully been enabled on your account! New recovery codes have been generated for your account. See the "Recovery Code" section below and copy these codes to a safe place. ✕

Multi-factor authentication (MFA)

A method has been successfully enabled on your account. You may return to the login screen to attempt login again.

Back to Login

| Not Enabled | Authentication App | ⌄ |

| Enabled | Email | ⌄ |

Account Recovery

| 10 codes remaining | Recovery Code | ⌃ |

⚠ **Put these codes in a safe place.**

These codes will allow you to gain access to your account if you access to any of your enabled authentication methods. If you lose access to your authentication methods and don't have the recovery codes, you will lose access to your account. These codes will not be shown again, so either put these in a safe place for later or reset your recovery codes to generate new ones.

If you lose access to your email and/or your device with your authenticator app and do not have recovery codes (more info below), then **you will lose access to your account**. In this event, please contact support. We will need to verify your identity, then help you can access to JIMS.

Once you login, you can also manage your MFA methods and view MFA status on your account page:

Hello, chrisgifford-example!   Logout   Support   ☀ ▾

Then, navigate to the **"Multi-factor authentication"** section:

Manage your account

This is your account page. Click through the tabs on the left to navigate through the various account settings.

Profile

Email

Password

Multi-factor authentication

Multi-factor authentication (MFA)

Welcome to the Multi-Factor Authentication (MFA) page! Here, you ca for your account.
At least one authentication method is required to use the JIMS applica

| Not Enabled | Authentication App |

| Enabled | Email |

Managing your account

Changing your password

You may change your password at any time from within the app if needed. From any page in JIMS, navigate to your account page:

Then, navigate to the **"Password"** section:

Then, enter your current password and your new password. Once all three passwords have been entered, click **"Update Password"**. The system should show a message whether the password change was successful. You will now need to use that new password to log into your account going forward.
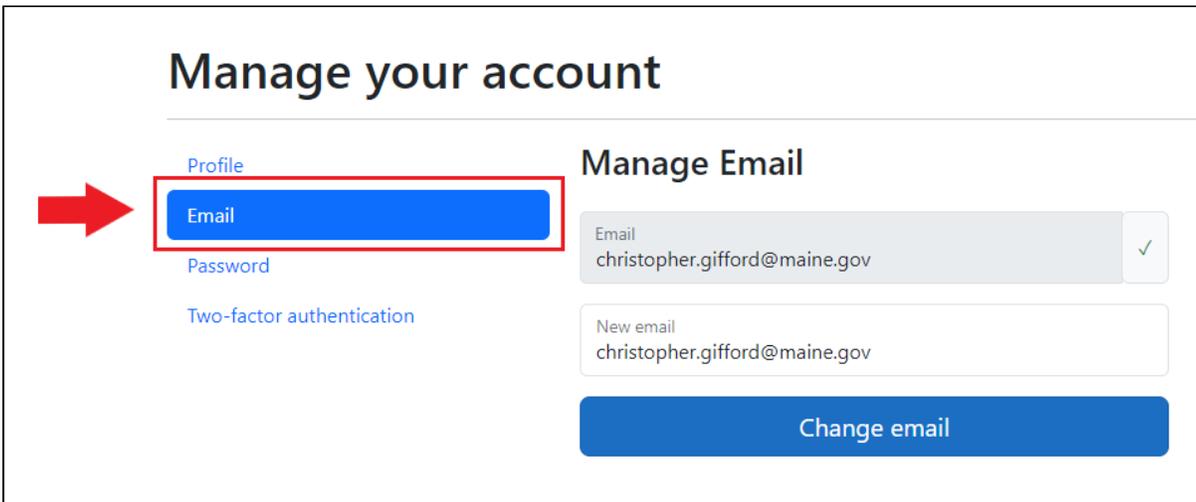
Changing your email

You may change the email that is associated with your JIMS account. From any page in JIMS, navigate to your account page:

Then, navigate to the **"Email"** section:

Then, enter your new email and the system will send the new address an email asking you to confirm the new address. Simply click on the link in the email you receive, and your new address will be confirmed. Once confirmed, the new address will now be associated with your account and the old address will be removed.

Miscellaneous Account Issues

If you encounter any strange issues regarding your account, you may try refreshing your sign-in. If your account details have been updated by an administrator recently, sometimes this update doesn't get communicated back to you directly. Refreshing your sign-in will allow your account details to be synced with the system and ensure they are up-to-date. In technical terms, this will give your browser a fresh login token. To do this, navigate to your account page:

Then, on the profile tab, see the link labelled **"refresh your sign-in here"**:

Administration

These features are only available to administrators, that is, County Administrators and Application Administrators. Any page in this area of the JIMS application can be access via the "Admin" navigation menu:
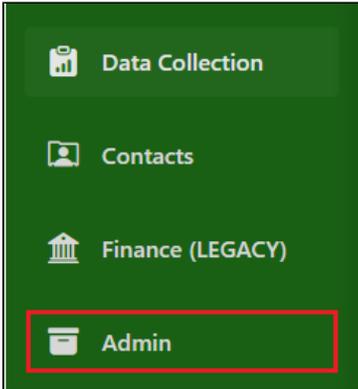
User Lookup

This page is used to lookup any user in JIMS. The search field can be used to search for any user with their Username or Email. The column headers of the user lookup table can be clicked on to sort the table.

Click **"Manage"** on the account you want to update. This will take you to a page with 3 tabs. The first tab contains all general administrative controls for their account. This includes overriding a locked-out account, approving new users, deactivating an account and changing an account's email. The second and third tabs are described in the **Data Management & Finance Accounts** section below.

> ⓘ **For County Administrators**
>
> You will only have access to view and update users who have been assigned to your county. You cannot access accounts for other counties.

General Accounts

This account represents the user's general account state and current status.

A JIMS username cannot be changed since it is used to easily identify accounts across the application.

Email Update

A user's email can be changed here, by modifying the email in the "Email" field and clicking **"Save"**:

This will send an email to both the new and old emails when possible, notifying them of the update.

Account Approval

After self-registering to the JIMS system, a user must be approved to gain access to the system. The JIMS administrator will have received an email notifying them of any new users, although any administrator is allowed to approve new accounts.

Please verify whether this user should have an account in JIMS before approving their account. If you deny their account, their account will be deleted from the system.

Lockout Override

A user is given 5 attempts to log in with correct credentials before the system will lock them out. They can either wait 5 minutes or contact Support for an admin to unlock their account here.

Simply press the **"Unlock"** button to unlock the user and they should be able to attempt to log in for another 5 tries.

Account Deactivation

Any data associated with this account will be preserved, but the user will no longer be able to log in until the account is reactivated.

Simply press the **"Deactivate"** button to deactivate their account. They will not be notified via email, but will receive a message regarding their deactivated account if they attempt to log in.

Multi-Factor Authentication Status

You can view a user's Multi-Factor Authentication (MFA) status here as well. You cannot update anything regarding their MFA status for security reasons, but this can be very useful in diagnosing login issues:

Data Management & Finance Accounts

These accounts represent smaller areas of the JIMS application. The Finance account represents the financial area of the app. The Data Management account represents all other areas of JIMS. The Finance account is required to be separated, partially for security reasons, but also since County Finance represents counties slightly differently than the rest of JIMS. In County Finance, Lincoln, Sagadahoc and Two Bridges Jail are separated into their own counties, since they have their own respective budgets. In the rest of JIMS, Lincoln, Sagadahoc and Two Bridges Jail are combined into a single county, titled "Lincoln/Sagadahoc".

In order to gain access to areas of the app, either Data Management or Finance or both accounts should be set up for that user. To do this, navigate to either the **"Data Management"** or **"Finance"** tabs:

Then, in the form, select the County appropriate for the user and enter a display name. If the user is not associated with a particular county, use the "CO" (aka "Central Office") county.

You will also need to select a role. See the **Permissions** section below that details which permissions each role receives. Provide only the most limited access that the user requires. In other words, give the user the least amount of permissions that they need to perform their duties within the application.

The "Access Level" field is a legacy setting that is only used in the legacy areas of the application but is still unfortunately required for now. "BOC" or "Viewer" gives the user read only access to the data in the old application. "County Full" is the most common access level and allows the user to make updates to the data in the old application. Finally, "Administrator" is mostly unused at the moment since most Administrative tools have been removed from the old application.

Once you've populated the form, click **"Create"** to save changes:

The user should now have access to the appropriate areas of the application. Any changes made in this area will require the user to logout and login again to receive the new permissions.

Permissions

Jail Information Management Permissions

Role Category	Role Name	Resident Index			Resident Intake Entry & Resident Note			Data Collection			County Contacts				Facility Contacts			
		Read	Create	Update	Read	Create	Update	Read	Create	Update	Read	Create	Update	Delete	Read	Create	Update	Delete
Data Management	Viewer	Yes	No	No	Yes	No	No	Yes	No	No	Yes	No	No	No	Yes	No	No	No
	Central Office	Yes	No	No	Yes	No	No	Yes	No	No	Yes	No	No	No	Yes	Yes	Yes	Yes
	County Full	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	Yes	No	No	No
	County Admin	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No
Finance	Viewer	No	No	No	No	No	No	No	No	No	Yes	No	No	No	Yes	No	No	No
	County Full	No	No	No	No	No	No	No	No	No	Yes	No	No	No	Yes	No	No	No
	County Admin	No	No	No	No	No	No	No	No	No	Yes	No	No	No	Yes	No	No	No
Application	App Admin	Yes	No	No	Yes	No	No	Yes	No	No	Yes	No	No	No	Yes	No	No	No

Finance Management Permissions

The new permissions system has not yet been integrated into the Finance Management area of JIMS.

Administrative Permissions

Role Category	Role Name	User Lookup	General User Management				Data Management User Management				Finance User Management			
		Read	Read	Approve	Update	Deactivate	Read	Create	Update	Delete	Read	Create	Update	Delete
Data Management	County Admin	Yes	Yes	No	Yes	No	Yes	Yes	Yes	No	No	No	No	No
Finance	County Admin	Yes	Yes	No	Yes	No	No	No	No	No	Yes	Yes	Yes	No
Application	App Admin	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

* Some roles omitted from this table. These roles have no permissions in this area.