FAQ's FOR JDAI

Password

Why can't I change my password?
- If you are a UJS employee, you are unable to change your password
- You will always log in using your network ID and password used to log on to your computer

How do I change my password?
- Password cannot be one of the previous 5 passwords chosen by the user
- Accounts with passwords older than 180 days will be disabled
- Password will need to be a minimum of 8 characters including one number, one special character, one lower alpha character and one upper alpha character
  - Special characters are as follows: / \ ! ? @ # $ % ^ & * ( )
- Users accounts will also be disabled if not logged into the site for more than 180 days

What do I do if I forgot my username/password
- Click the Forgot Password hyperlink
- Enter your email address in pop up window
- Click Send My Password
- Click the login hyperlink
- Enter username and the password sent in email
- Enter/Re-enter your new password
- In current password, enter password sent in email
- Click Save Changes

Login

What is MFA?
JRAI now requires Multi-Factor Authentication (MFA) for each session. All users will be required to log into JRAI to access RAI and TCD information.
- Each login will require MFA
- Click the Login
- You will be directed to the Verification screen
- An email will be sent containing the verification code
- Enter the Verification Code in the verification code field
  - Code is case sensitive and valid for 10 minutes
- Click Validate
- Click Resend Email Verification if you did not receive an email or your Validation Code expired

Help

What is the best way for me to contact UJS?
- Please contact us via email at UJSeSupport@UJS.STATE.SD.US and include your name, phone number and question

➢ Support is available from 8:00 CST to 5:00 pm CST, Monday thru Friday

Searching on Juveniles

How do I search on a juvenile?
➢ Click on the RAI/TCD tab
➢ Enter the Last Name plus the First name or;
➢ Enter the Last Name plus the Date of Birth
➢ Use the asterisk (*) for partial name search

How do I search a person with 2 last names, for example, Johnson-Anderson?
➢ Use the first 2 letters of the last name and the wildcard (*) and the first name
  • Add more characters to narrow down your search

How do I search on a name with just two letters?
➢ Enter the name and wildcard (*)

Is a Date of Birth required to search?
➢ No, a date of birth is not required

Are the search results statewide or by county?
➢ The search results are statewide

Case Information

How often is information in JDAI updated?
➢ Case information is continuously updated during normal business hours, but UJS cannot make assurances in every instance that the latest information available at the Clerk of Courts office has been entered in the court record. There may be a delay between case information being entered in the system and when it appears in JDAI

Section 2

Why is a pending case pulling into Section 2?
➢ Section 2 does not look at the Case Status
➢ Section 2 displays cases with a case file date is within the last 2 years of the intake date
➢ Sealed, POA and JUV-CIT cases are excluded
➢ If a case has multiple charges and at least one charge has a conviction, all charges will display
➢ All case statuses will be displayed
➢ If any charge on case has a disposition, all charges on the case will display with disposition (if applicable)

NOTE: If the case has a reopened status, the case will show in Section 4, even if all charges have been disposed/adjudicated

Section 3

Why aren't all warrants displaying in the Odyssey Summary on Section 3 of the RAI?

➢ Section 3 displays any warrant that was issued within the last 2 years
- Uses the warrant issued date

➢ Does not display a warrant with the status of Clerical Error

➢ Displays only Failure to Appear warrants

➢ Displays warrants on MAG and CRI case types

Section 4

Why isn't the juvenile's pending case pulling into Section 4?

➢ The case must have a pending or reopened case status; and

➢ If any charge on a case does not have a disposition, the case will display, even if the case has other charges with dispositions

NOTE: If the case has a reopened status, the case will show here, even if all charges have been disposed/adjudicated

Override

Why do I get an error when I try to override the RAI?

➢ You cannot override a RAI that you created

➢ If you did not create the RAI and are still not able to override the RAI
- Try another Supervisor's code
- Submit a completed Issue template to UJSeSupport@ujs.state.sd.us