*** * * ATTENTION: AGENCY TAC/POC * * * ***

REVIEW AND DISTRIBUTE THIS NOTICE ACCORDINGLY

NC SBI Contacts Updated

Previously, North Carolina law enforcement and criminal justice agencies contacted the NC SBI's Information Technology (IT) division by emailing BISL. For urgent or time-sensitive DCIN/NCIC assistance, agencies either emailed TACHelp@ncsbi.gov or called the on-call phone number. Please note that the phone number for these emergent requests has now changed.

Pertinent Info:

The process for submitting IT requests has changed. Effective immediately, all IT requests must be directed to the NC SBI Service Desk at ServiceDesk@ncsbi.gov. This includes requests for Terminal Identifiers (TIDs). The TID request form, located in Omnixx > Links, has been updated to reflect the new submission email address. Agencies requiring immediate assistance from an on-call District Trainer should now contact (919) 582-8950. The email address TACHelp@ncsbi.gov remains unchanged, as does the Service Desk number (919)773-7900. On-call assistance should be used for urgent needs occurring after normal business hours, on weekends, holidays, or when the assigned District Trainer is unavailable, as indicated by their automated email response.

In Review:

- All NC SBI IT requests must be submitted to the Service Desk at ServiceDesk@ncsbi.gov
- The TACHelp on call phone number has been updated to (919)582-8950
- Reminder: TACHelp- both the email and the on-call phone line-should be used ONLY for emergent situations requiring immediate assistance after business hours, on weekends, holidays, or when the assigned District Trainer is unavailable as indicated by their automated out-of-office response.

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North Carolina State Bureau of Investigation

Please do not rely solely on this document as an all-inclusive resource.
If you are uncertain about any issue, please seek out guidance from your agency legal counsel or contact the SBI for direction to an appropriate guiding authority.