CONTACT US

Updated 10-22-2026

Division of **C**riminal **I**nformation **N**etwork

NEED HELP ?



Help during the day — Monday-Friday 8am-5pm

Email / Call : Your District Trainer

Help after 5:00 pm and Evenings, Holidays, Weekends

Email / Call : TACHelp

Call : **(919) 582-8950** *Please leave a clear voice message.*

Email : TACHelp@ncsbi.gov

*** * ALL NON-EMERGENCY REQUESTS * ***
Receive Responses on NEXT Business Day
Monday–Friday 8am–5pm

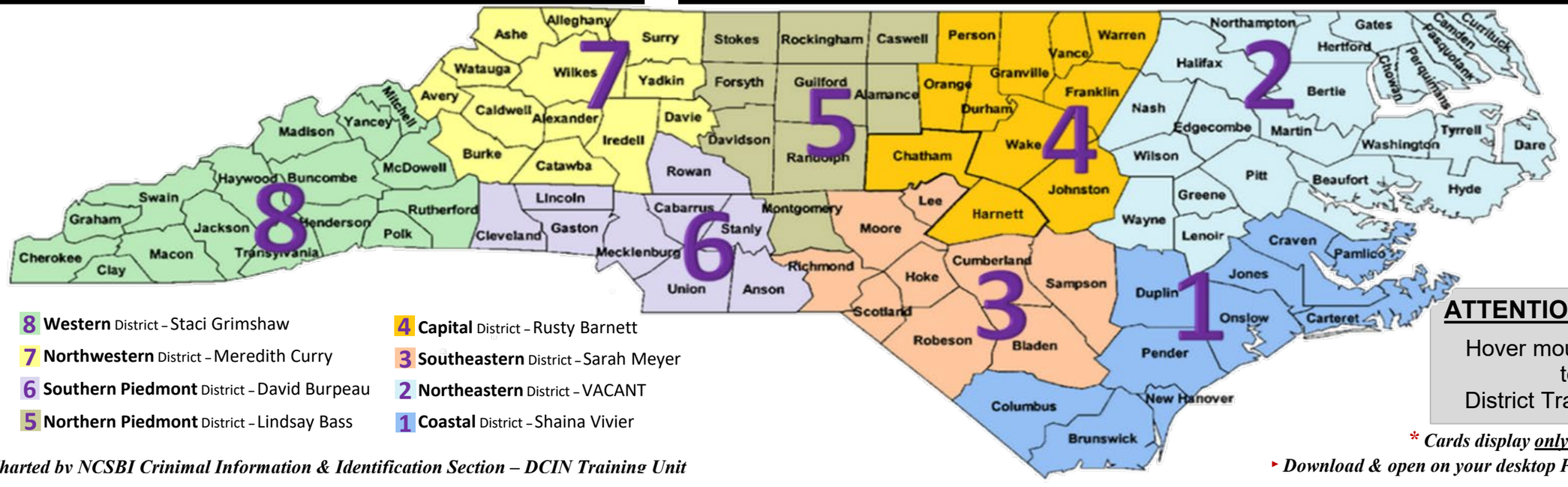
-> New VPN Requests must be made online <-

Go to Omnixx-Links >IT-Assistance> VPN-Request

VPN password reset requests should be sent to ServiceDesk@ncsbi.gov.

During Business Hours *(Monday – Friday, 8am-5pm)*
Email Unit for Most Efficient Response

TOPIC	SBI Unit	Email	Phone
Access Agreements	Background Check Authorization Unit	BAUHelp@ncsbi.gov	(919) 582 - **8639**
Audits, LASO	Compliance Unit	ARAHelp@ncsbi.gov	(919) 582 - **8640**
Concealed Handgun Permits (CHP)	Compliance Unit	CHPHelp@ncsbi.gov	(919) 582 - **8640**
Criminal History Corrections	CCH / NICS Unit	CCHmodification@ncsbi.gov	(919) 582 - **8668**
Crime Reporting, UCR, NIBRS	Crime Reporting Unit	SBCrimeReport@ncsbi.gov	(919) 582 - **8680**
DCIN–NCIC–NLETS Usage	DCIN Training Unit	TACHelp@ncsbi.gov	(919) 582 - **8950**
E Purpose Codes	Background Check Authorization Unit	BAUHelp@ncsbi.gov	(919) 582 - **8639**
EVOLVE – Record Validations	Compliance Unit	EVOLVEHelp@ncsbi.gov	(919) 582 - **8640**
FBI – NICS Dispositions	CCH / NICS Unit	FBI-NICS@ncsbi.gov	(919) 582 - **8668**
Fingerprint Results	CIIS Customer Service Unit	CIISHelp@ncsbi.gov	(919) 582 - **8660**
ORI Requests	Compliance Unit	ORI@ncsbi.gov	(919) 582 - **8640**
Sex Offender Registration	Sex Offender Coordination Unit	SORHelp@ncsbi.gov	(919) 582 - **8670**
Security Awareness Training	Compliance Unit	SATHelp@ncsbi.gov	(919) 582 - **8640**
TAC Support (After Hours)	DCIN Training Unit	TACHelp@ncsbi.gov	(919) 582 - **8950**
Technical, VPN Issues, DCIN ListServ	SBI IT Service Desk	ServiceDesk@ncsbi.gov	(919) 773 - **7900**



8 Western District – Staci Grimshaw
7 Northwestern District – Meredith Curry
6 Southern Piedmont District – David Burpeau
5 Northern Piedmont District – Lindsay Bass
4 Capital District – Rusty Barnett
3 Southeastern District – Sarah Meyer
2 Northeastern District – VACANT
1 Coastal District – Shaina Vivier

Charted by NCSBI Crinimal Information & Identification Section – DCIN Training Unit

ATTENTION TACs & ATACS

Hover mouse over your county
to view your
District Trainer's Contact Card.

** Cards display only in Google CHROME browser**
‣ Download & open on your desktop PDF Reader for cards' display