

CONTACT US

Updated 6-3-2026

Division of Criminal Information Network

NEED HELP ?



HELP during the DAY — Monday-Friday 8am-5pm

Email / Call : Your District Trainer

Email : TACHelp@ncsbi.gov

Call : **(919) 773 - 7900**

Leave Voice Message on DCIN Help Line

Email : ServiceDesk@ncsbi.gov

HELP after 5:00 pm — Evenings, Holidays, Weekends

1. Contact NCSBI Service Desk

Call : **(919) 773 - 7900**

Email : ServiceDesk@ncsbi.gov

Send Message : Terminal **PIB**

2. Only if you need emergency assistance

Service Desk will forward you to the DCIN Help Line.

YOU MUST LEAVE A CLEAR VOICE MESSAGE for the system

to notify the On Call Trainer to contact you ASAP.

**** 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](#)

Enter Username & Password (same for both): **loadid**

Excel Spreadsheet **Still** Required



During Business Hours (Monday – Friday, 8-5 pm)

CONTACT DIRECTLY

Email Unit for Most Efficient Response

TOPIC	SBI Unit	Email	Phone
Access Agreements	Access Integrity Unit	AIUHelp@ncsbi.gov	(919) 582 - 8660
Audits	Compliance Unit	ARAHelp@ncsbi.gov	(919) 582 - 8640
Criminal History Corrections	CCH / NICS Unit	CIISHelp@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) 773 - 7900
DCIN Notification ListServ	SBI IT Service Desk	ServiceDesk@ncsbi.gov	(919) 773 - 7900
E Purpose Codes	Access Integrity Unit	EcodeHelp@ncsbi.gov	(919) 582 - 8660
EVOLVE – Record Validations	Compliance Unit	EVOLVEHelp@ncsbi.gov	(919) 582 - 8640
FBI – NICS Dispositions	CCH / NICS Unit	CIISHelp@ncsbi.gov	(919) 582 - 8668
Fingerprint Results	CIIS Customer Service Unit	CIISHelp@ncsbi.gov	(919) 582 - 8660
LASO - Local Agency Security	Compliance Unit	ARAHelp@ncsbi.gov	(919) 582 - 8640
ORI – Request NEW ORI	Compliance Unit	ORI@ncsbi.gov	(919) 582 - 8640
Permits Concealed Gun	Compliance Unit	CHPHelp@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	DCIN Training Unit	TACHelp@ncsbi.gov	(919) 773 - 7900
Technical + VPN Issues	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 Burbeau

5 Northern Piedmont District – Lindsay Bass

4 Capital District – Rusty Barnett

3 Southeastern District – Jessica Ward

2 Northeastern District – Sarah Meyer

1 Coastal District – Shaina Vivier

**** Need Trainer's Phone & Email? Hover mouse over trainer's name or district # for Contact Card. ****