



OAKLAND COUNTY SHERIFF'S OFFICE

INFORMATION TECHNOLOGY PROTOCOL TECHNOLOGY, COMMUNICATIONS & INNOVATION DIVISION List Last Updated On: 07/31/2026

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GENERAL INFORMATION

.Network Sign-On

Traditional Sign-on / Identity and Access Management (IAM)

If you forget your password to sign-on to a standard county desktop or laptop (non-MDC) computer for network access, you must call the IT Help Desk at 858-8812 and select **option 3** Monday through Friday, 0800 - 1630 hours. After hours and on weekends and holidays, select **option 1**. Make sure that you have set your security challenge questions prior to calling, so the Help Desk can ask you the questions to verify your identity. Otherwise they will need to verify your identity with a Sergeant or higher who must also know his/her own challenge questions. Help Desk personnel are the only ones who can reset your IAM password. Challenge questions can be set by going to <https://www.oakgov.com/help>. Click on 'Set Up Password Hints.'

Oakland County Application Dashboard

The Application dashboard is a new delivery method for applications. County employees will access the site using the URL:

<https://myapps.oakgov.com>. "Coming Soon" applications will be delivered by this method. All employees should have completed an initial login to the Application Dashboard. Report any issues to IT Help Desk at 858-8812.

Multi Factor-Authentication (MFA)

MFA is configured inside the application dashboard <https://myapps.oakgov.com>. You first need to download the Okta Verify app on your county and/or personal cellphone. Then, on a desktop or laptop, log into <https://myapps.oakgov.com>. You will see your name in the upper right-hand corner. Click the drop-down arrow next to your name and select 'Settings,' then scroll down to 'Security Methods' and click 'Set Up Another.' Follow the prompts to set up the MFA on your phone.

There are two (2) MFA accounts that can be set up in the OKTA Verify app: '**ocso.okta.com**' (all non-CLEMIS applications) AND '**dna.okta.com**' (currently for Dataworks and CLEMIS GIS). The set up for each is slightly different. If you need assistance, contact Sheryl Robenault, TCI Division (robenaults@oakgov.com).

Once the above accounts are set up, you will get push notifications when you try to sign into various OCSO applications. Simply press 'Yes, It's Me' to be given access to the chosen application.

.Remote Access to OCSO Programs

If you have issues remotely accessing any OCSO program while off campus (i.e., using home Internet or WiFi hotspot), complete a request on www.ocsohelp.com. Do NOT call the IT Help Desk.

Access to Specific I Drive Folders

If you need access to a specific folder on the I:\Drive, please send Sheryl Robenault a request through www.ocsohelp.com. Make sure that you indicate whether you need Read Only or Read/Write Access. Requests will be evaluated and will take into account security concerns so that items are not inadvertently deleted. Note: Most users have Read Only access (depending on their job duties). Do **NOT** call the IT Help Desk.

AED Defibrillator Issues

All AED-related issues, including log downloads from a used unit, call Select Medical at 248-889-4124. Do **NOT** call the IT Help Desk.

Body-Worn Camera Repairs (Motorola/Watchguard)

For all broken or nonfunctional/partially functional body worn cameras (BWC) and associated equipment, please fill out the request form at



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www.ocsohelp.com or contact CJ Johnson (TCI Division) at johnsoncw@oakgov.com or 248-431-5859. Do **NOT** call the IT Help Desk.

County Swipe Card / Door Access Control

New hires receive a default access that works for their assignment. If an employee is transferred and finds that they do not have the appropriate access, their supervisor should email Administrative Services at ocsohr@oakgov.com so the card access can be modified as necessary.

Email Signatures

If you would like to create or update your Email Signature, please fill out the request form at www.ocsohelp.com or contact CJ Johnson at johnsoncw@oakgov.com (TCI Division). Do NOT call the IT Help Desk.

Equipment and Software Requests

Requests for new equipment, return of old equipment and new software requests must be made via email to Kim McCabe (mccabek@oakgov.com). She will request approval from Capt. Schneider if needed. Include a detailed reason for the request.

FirstNet Phones Issued to Staff

For issues relating to your Sheriff's Office issued FirstNet-capable phone, please contact Jason Tucker (tuckerj@oakgov.com), Sheryl Robenault (robenaults@oakgov.com) or Kim McCabe (mccabek@oakgov.com) of the TCI Division. Issues can include service coverage, non-functioning apps, call quality, repairs, missing accessories or lost/stolen devices. Do NOT call the IT Help Desk.

In-Car Video Repairs (Motorola/Watchguard)

For all broken or nonfunctional/partially functional in-car video systems, including monitors and cameras and all associated equipment, contact Central Garage 248-858-0925 for an appointment, and also notify CJ Johnson (TCI Division) at johnsoncw@oakgov.com or 248-431-5859. Do NOT call the IT Help Desk.

Inmate Phone Support and Visitation/Kiosk Issues

For problems with the inmate phones, fill out a request at www.ocsohelp.com or contact Nick Taliercio (Taliercion@oaklandcountymi.gov or 248-909-9049). Do NOT call the IT Help Desk.

Jail Camera and Cell Door Issues (Electronic or Mechanical Door Issues)

All problems relating to jail cameras and cell doors (electronic or mechanical door issues) need to be addressed by having a Sergeant fill out an FM & O CityWorks ticket or call the FM & O Support Staff at (248)858-0169. (After 5:00 PM the call will be transferred to Safety Dispatch.) Oakland County Safety will review the issue and contact the appropriate support staff/vendor for a resolution. Do **NOT** call the IT Help Desk.

Law Library

Call the vendor (Smart Communications) at 844-346-0988 (option 3) or email support@smarteco.us to troubleshoot any issues with the inmate kiosks or tablets, including Law Library access. Please always identify yourself as from the Oakland County Jail in **Michigan** as there are other Oakland Counties in the United States. Do **NOT** call the IT Help Desk.



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Live911

If you are having issues with your Live911 account, please contact James Cote, TCI Division, at cotej@oakgov.com or (248)882-5220. For password resets, contact Lisa Ludwig (ludwigl@oakgov.com) or Sheryl Robenault (robenaults@oakgov.com).

LiveScan Fingerprint Capture Station Hardware Support

LIVESCAN DEVICES - If your LiveScan kiosk-style fingerprint device is down due to a hardware issue, call Idemia Support at 1-888-helpidx. They will page the on-call technician and offer any support needed on the device. This applies to Men's and Women's mug/print areas, Circuit Court, Records Unit and the ROH, ORT and COT substations. Do NOT call the IT Help Desk UNLESS it is a software issue, such as not sending or receiving prints/messages. If it is a software issue, call the IT Help Desk at 858-8812, option 5. After hours call 858-8812 and choose option 1 (Public Safety Outage).

M Drive

If you are having any problems with M:\Drive folder access, or if you do not have an M:\Drive folder in your county profile, please contact CJ Johnson at johnsoncw@oakgov.com or (248)431-5859.

Michigan Fallen Heroes Memorial Kiosk

All issues relating to the Michigan Fallen Heroes Memorial Kiosk need to be addressed by calling Sheriff Support Specialist Jason Tucker (TCI Division) at 248-330-6720 (cell) or emailing him at tuckerj@oakgov.com. Do NOT call the IT Help Desk.

Moving Your Personal Profile from One Computer to Another

If you are assigned your own workstation and are transferred or otherwise move, your personal profile can be transferred to the new workstation. Go to www.ocsohelp.com to request the transfer. Please include the County tag number of the workstation that you are leaving as well as the new one to which you want your profile transferred. A Change Order will then be placed with the Service Center to complete this process. Do NOT call the IT Help Desk.

New Access to IT Systems/Programs

Go to www.ocsohelp.com to request first-time access to any system or program. Please include the county tag number if applicable. A Change Order will be sent to County IT to complete the process. Do NOT call the IT Help Desk.

Printer Cartridge Orders

When you need a printer cartridge, email the below personnel: All of Corrections: Glenda Turner (turnerg@oakgov.com) Patrol & 38 East: Sheryl Robenault (robenaults@oakgov.com) or Kim McCabe (mccabek@oakgov.com) When you send an email include the following information: 1. Device Make & Model (i.e. HP Laser Jet 4 plus) 2. County Tag #: (i.e. 122456) 3. EID # if applicable: (i.e. 17169087) 4. Cartridge Needed: (i.e. CC46764) Do NOT call the IT Help Desk.

Printer Paper for Patrol Cars

Replacement paper rolls for in-car citation printers are available by contacting Janine Ofiara (Patrol Services, 57 W) at ofiarajm@oakgov.com or 248-858-4962. Do NOT call the IT Help Desk.

Radio Repair Shop (Radio and MDC Issues)

Any Radio (in-car or portable/prep) or MDC issue needs to have a Service Center/Help Desk ticket generated **PRIOR** to going to the Radio Shop. Call the Service Center/Help Desk at 248-858-8812 option 5 (Mon-Fri from 0800-1700). After hours, and on weekends and holidays, please call the same number and choose option 1. Record the ticket number and give it to Paul Wright at Central Garage (248-858-1100). He will set up an appointment for you to bring your vehicle in. They **MUST** have this ticket number prior to performing any work.



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Provide the Service Center with your cell number so that the technician may call you with questions regarding the issue(s).

Shared Emails & Distribution Groups

Any changes to shared emails or distribution groups (i.e. sheriffsdaily@oakgov.com, commandsergeant@oakgov.com, bookingsupervisor@oakgov.com, etc.), such as adding or removing personnel, should be requested at www.ocsohelp.com or by emailing Sheryl Robenault (robenaults@oakgov.com). Do NOT call the IT Help Desk.

Smart Communications System (Jail)

If you forget your password to sign into the Smart Communications system, please fill out a request at www.ocsohelp.com or contact Sheryl Robenault (TCI Division) at robenaults@oakgov.com. For damaged/non-working tablets, please contact Nick Taliercio at Taliercion@oaklandcountymi.gov or 248-909-9049. If there is a problem with the overall system (connectivity, etc.) contact Smart Communications at 844-346-0988 (**option 3**) or facilitysupport@smartjailmail.com. Do NOT call the IT Help Desk.

Visitation Credit Card Kiosks

The Visitation Credit Card Kiosk is located in the Main Jail Visitation Area. Family members and friends can use the kiosk to make deposits into an inmates trust account. For more information, visit the Sheriffs website at oaklandsheriff.com. If there is an issue with this kiosk, fill out a request at www.ocsohelp.com or contact Nick Taliercio at 248-909-9049 or Taliercion@oaklandcountymi.gov. DO NOT call the IT Help Desk.

Website

All issues relating to the OCSO Website, including inaccurate or outdated page information or links, need to be addressed by calling Sheriff Support Specialist Jason Tucker at 248-330-6720 (cell) or emailing him at tuckerj@oakgov.com. Do NOT call the IT Help Desk.

PASSWORD RESETS - CLEMIS APPS

Accurint

If you are an Accurint user and are having issues or need a password reset, please contact Sheryl Robenault at robenaults@oakgov.com or 248-858-4061. DO NOT call the IT Help Desk and DO NOT call Accurint.

Business Objects (BO) formerly InfoView

There is a self-serve password reset feature in Business Objects. On the Telegraph home page, click on the My Apps tab. Click on the Business Objects tile and complete the OKTA verification process, if prompted. Once on the BI Launch Pad page, click on your account in the upper right corner. Go to 'Settings' to bring up your account information. Click on 'Change Password' in the middle of the page. If you need assistance, contact Sheryl Robenault at 248-858-4061 or robenaults@oakgov.com.

CLEMIS GIS/Crime Analytics

Resets for Crime Analytics (formerly CrimeView) must be done by contacting CLEMIS Authority Support at 248-838-3210 during normal business hours (0800-1700), Monday through Friday. You can also email them at support@clemisauthority.org. They are closed on weekends and certain holidays.



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To request a new account, or for password resets, please contact Sheryl Robenault at robenaults@oakgov.com or 248-858-4061. DO NOT call the IT Help Desk.

JMS (Jail Management System)

Access to the Jail Management System is through the CLEMIS Links Page. This is the page that allows access to most programs and is available to all CLEMIS agencies. Click on CLEMIS JMS - PRODUCTION, then enter the same username and password that you use to access the RMS (report writing) system. If you have any issues or problems, fill out the form at www.ocsohelp.com; it will be forwarded to the Sheriff's TCI Division. If you need a CLEMIS/JMS login or a password reset, contact Sheryl Robenault at robenaults@oakgov.com or 248-858-4061.

Livescan Fingerprint Capture Station

The Livescan fingerprint system is now done through Dataworks. You must verify through a SECOND Okta Verify account under the 'Okta Verify' app on your phone (dna.okta.com) before gaining access to the system. (See the section entitled '**Network Signon, Multi-Factor Authentication**' for more information regarding Okta Verify.) The URL for the mugshot/fingerprint system is **dna.okta.com**. It will bring you to the signon page (background is the top of a patrol car). Follow the prompts to verify your identity and reach the 'Dataworks Plus Mugshot' tile on your 'My Apps' page. Please contact Sheryl Robenault, TCI Division, at 248-858-4061 or robenaults@oakgov.com if you need assistance.

PictureLink

PictureLink has been discontinued. See section entitled '**Dataworks Mugshot/LiveScan System.**'

Resetting Passwords for Applications Not Listed

Please Do NOT request to have your CLEMIS password reset. There is NO CLEMIS password. CLEMIS is an organization within County IT; the applications we use have specific names as detailed above and below in this document. Resets for programs not listed, such as CrimeView, must be done by contacting the IT Service Center (Help Desk) at 858-8812, option 5 during normal business hours (0800-1700) Monday through Friday. They are closed on weekends and certain holidays.

RMS (Report Writing) Dashboard

Includes Activity Log, CAD, ECitations, ECrash, Impounds, Oakvideo, and case reports. Password resets can be done by ANY Command Officer. If you cannot locate a Command Officer in your work area, resets can be done 24/7 through the Command Sergeant Desk (248-452-2178), or Sheryl Robenault (TCI Division) at robenaults@oakgov.com or 248-858-4061. Do NOT call the IT Help Desk OR the new CLEMIS Authority Support.

Talon WebLEIN

The Talon WebLEIN sign-on screen now features a "Forgot Password" option. Users can reset their passwords by clicking on this button. Contact Lisa Ludwig (ECO Division) at 858-5649 or ludwigl@oakgov.com if you have questions. Do NOT call the IT Help Desk.



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Workday

Workday is the County's cloud-based human resources and payroll system. It can be used to view personal information, benefits, pay slips and other pertinent employment information. It can be accessed by going to <https://myapps.oakgov.com> or downloading the Workday Mobile app. Support is provided during normal business hours (Monday through Friday from 8:00 AM to 5:00 PM) via email at workday@oakgov.com. Do **NOT** call the IT Help Desk.

PASSWORD RESETS - NON-CLEMIS APPS

CarFax

Use the vendor's site (www.carfaxforpolice.com) to reset passwords and address issues. If your issue cannot be addressed by the vendor, contact Sheryl Robenault (TCI Division) at robenaults@oakgov.com or 248-858-4061. Do **NOT** call the IT Help Desk.

ERMA - Jail Clinic

If you are experiencing problems with the ERMA application used in the Jail Clinic, FIRST call the WellPath Technical Support team at 866-631-0051. If they cannot assist please call 858-8812 (option 2) and advise the Service Center that WellPath Technical Support referred the issue to county IT Workstation Services.

Evidence.com and Taser Sync

Evidence.com username and password issues can be addressed using the website itself by clicking on the tab that says "Forgot Username or Password." A link will be sent to your county email. If that does not work, email CJ Johnson (johnsoncw@oakgov.com) or James Cote (cotej@oakgov.com), TCI Division, for further assistance. Some computers are equipped with Taser Sync software. It operates under the same username and password as Evidence.com. Follow the same process as Evidence.com above. If another agency sends you a report via Evidence.com, please contact Scott Panin (panins@oakgov.com), Scott McDonald (mcdonalds@oakgov.com) or Eric Ottney (ottneye@oakgov.com) to gain access to the report. Do **NOT** call the IT Help Desk.

FirstNet Fleet/OCSO Transport Vans

For issues with the Fleet GPS units in the OCSO transport vans, go to the FirstNet Fleet (GeoTab) website at afmfe31.att.com. Click on 'Getting Started' and 'Help', then 'Contact Information'. You can create a support ticket from this page or call their Customer Support Line at 1-800-397-7102. If you need your password reset, contact Lt. Che McNeary (TCI Division) at mcnearyc@oakgov.com or Jason Tucker (TCI Division) at tuckerj@oakgov.com. Do NOT call the IT Help Desk.

GoToMyPC

The GoToMyPC application is no longer available to OCSO staff.

Guard1 Plus (Clock Rounds)

All Guard1 Plus device issues can be called into the Guard1 Plus Help Desk 24/7 at 216-595-0890. If they are unable to assist, go to www.ocsohelp.com and fill out the online request form, or contact Nick Taliercio at 248-909-9049 or Taliercion@oaklandcountymi.gov.

Kronos Telestaff

The Sheriff's Office utilizes Telestaff through Kronos for shift scheduling, overtime and populating the county's payroll system. To access the site, go to ocsokronos.com. The updated version requires Multi-Factor Authentication before gaining access. Anyone needing password resets or other technical support can email Lt. Che McNeary (TCI Division) at mcneary@oakgov.com or Sheryl Robenault at robenaults@oakgov.com. Do **NOT** call the IT Help Desk.



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LeadsOnline

LeadsOnline is an online pawnshop/secondhand dealer/scrap recycler investigative system provided by a private vendor. Use the vendor site www.leadsonline.com (help links) and support line (1-800-311-2656) to register for access, address issues or training assistance. If your issue cannot be addressed by the vendor, please go to www.ocsohelp.com or contact Sheryl Robenault (TCI Division) at 858-4061. Do NOT call the IT Help Desk.

Mobile Fingerprint Readers

Mobile fingerprint reader accounts are set up through MiCJIN. New accounts and password resets can be requested at www.ocsohelp.com or by contacting Sheryl Robenault (TCI Division) at 248-858-4061 or robenaults@oakgov.com. If you have questions about using the device, you may refer to the manual or call Lt. McNeary (TCI Division) at 248-858-7174. Any technical issues with the devices should be directed to the manufacturer, DataWorks Plus, at 866-632-2780. Do NOT call the IT Help Desk.

MSP MiCJIN Portal

For access to the MSP MiCJIN Portal for the Sex Offender Database, LCMS (FAWeb), MSP Evidence submission and retrieval of reports, Find Auto, Mobile Fingerprint Reader accounts, etc., contact Lisa Ludwig (ECO) at ludwigl@oakgov.com; Cheryl Jacobson (Records Unit) at jacobsonc@oakgov.com or Sheryl Robenault (TCI Division) at robenaults@oakgov.com to request a user name and password for access to the system. Do NOT call the IT Help Desk.

Sheriff's HUB Application

All HUB application issues need to be addressed by calling Sheriff's Support Specialist Jason Tucker at 858-2909 (desk) or 248-330-6720 (cell) or emailing him at tuckerj@oakgov.com. You can also contact Kim McCabe (TCI Division) at 858-1522 or Sheryl Robenault (TCI Division) at 248-858-4061 as necessary. Check the Sheriff's I:\Drive > Deployment folder for instructional documents on installing and recovering the HUB. Do NOT call the IT Help Desk.

Sheriff's HUB Application Facilities Access Module (Professionals and Vendors Visiting Sheriff's Facilities)

The Facilities Access Module (Main Jail, 38E & the EOB) is now part of the Sheriffs HUB and is maintained by Jason Tucker (248-330-6720 cell), who should be contacted regarding any issues. Do NOT call the IT Help Desk.

Talon MobileLEIN on iPads and iPhones

Issues with Talon Mobile LEIN on iPads and iPhones can only be addressed by calling 517-627-1521 or by using the email, CORE-support@caliberpublicsafety.com. Do NOT call the IT Help Desk.

Tracers Information Specialists

The Tracers application is no longer available to OCSO staff.

Virtual Academy (Sheriff's Online Training)

The OCSO Training Unit utilizes a private vendor for online training. Use the vendor's 24/7 support center by calling 855-227-9119 to reset passwords and address issues. If your issue cannot be addressed by the vendor, contact OCSO Training Online at sheriffols@oakgov.com. Do NOT call the IT Help Desk.

WatchGuard (Motorola) In Car Video System and Body Cameras

WatchGuard passwords Do NOT need to be reset. They are the same user name and password as your IAM (computer network sign-on). If you have any issues, send a request through www.ocsohelp.com or contact Sheryl Robenault (TCI Division) at 248-858-4061 or



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