



DPS Secure Site Contact Information

Criminal History Inquiry Unit

Email: NCJU@dps.texas.gov

Phone: 512 424-2474, option 1 & 2

Secure Website CCH or FACT Clearinghouse account updates, inquiries, and password resets.
Secure Website users' addition or removals.

Audit & Training Unit

Email: CJIS.Audit@dps.texas.gov

Phone: 512 424-2474, option 3

Secure Website CJRB, CCH or FACT Clearinghouse agency users who have concerns or questions about auditing, the audit questionnaire or training; for users who are having issues with the **CJIS Audit** or **CJIS Online (CJIS Security Awareness)** systems.

Billing Unit

Email: CRS.Billing@dps.texas.gov

Phone: 512 424-2474, option 4

Secure Website CCH or FACT Clearinghouse questions about invoices for established accounts or prepaid accounts.

ADB Support Unit

Email: ADBSupport@dps.texas.gov

Phone: 512 424-2474, option 5

For fingerprinting appointment availability, location status, issues, or concerns regarding the FAST program.

Fingerprint Services Unit

Email: Fingerprint.Service@dps.texas.gov

Phone: 512 424-2474, option 6

For Secure Site questions on the FACT Clearinghouse and FBI CJ Rap Back programs or technical concerns for the FAST program. EX: Service codes, LEE fast pass, missing results in clearinghouse, rejects in the clearinghouse, CJ Rap Back set up.