November 15, 2012

Re: COPS Agency Portal Enhancements

Dear Colleague:

I am writing to make you aware of some exciting new changes to COPS's grant management systems, and to request your assistance in preparing your agency for these important enhancements. In accordance with the Paper Reduction Act and to improve service delivery to COPS grantees, we are in the process of upgrading our grant management systems to provide our customers with online tools to manage COPS grants more effectively. We expect this new system to be released in early 2013.

These exciting new enhancements will greatly change the way you manage your COPS grants in the future by allowing your agency to request and submit items online via the COPS Agency Portal, such as:

- Change of Information requests
- Extensions
- Modifications
- Sole Source requests
- Other grant requests

In preparation for this upgrade and to prepare you for future enhancements, we are reaching out to ensure all agency information and points of contact are current in the COPS Agency Portal.

What we need from you:

o Please log into your COPS Agency Portal account by **November 30, 2012** to review your agency's contact information. You can access agency portal by clicking here, https://portal.cops.usdoj.gov/. From there log in and select Agency Contacts on the left side of the screen.

o If you are a Law Enforcement Agency, please review the Law Enforcement Executive and Government Executive to ensure that they are accurate and current.

o If you are a non-Law Enforcement Agency, please review the Public Official and Financial Officer information to ensure that they are accurate and current.

o If this information is correct, do not make any adjustments and navigate away from the page or close the browser.

o If this information is incorrect**, please make revisions as necessary and click UPDATE to confirm the new information is correct.** *Failure to confirm your agency's contact information may result in official correspondence being sent to the incorrect representative.*

o   As each stage of the system upgrade is completed you will receive additional correspondence from the COPS Office with information and instructions.

Please note that the COPS Office has also increased security requirements related to customer passwords in response to recent cyber attacks on government IT systems. The three most significant security changes your agency will experience are:

1. Increased password complexity to meet federal government system regulations (ie. your password will be required to have a combination of 12 characters, upper and lower case, special characters, etc.).

2. Passwords will now expire every 90 days.

3. Your account will be locked out after five (5) unsuccessful login attempts. The account will remain locked for 15 minutes, at which time it will be unlocked to allow the user to try again. After 15 unsuccessful login attempts, your account will be administratively locked out. If this occurs you will need to contact the Response Center at 1.800.421.6770 to have the account unlocked.

Thank you for your assistance -- we are very excited about the enhanced online grant management capabilities which will soon be available to your agency! If you have any questions or require assistance, you may reach out to the COPS Office Response Center or your Grant Program Specialist at 1.800.421.6770. We look forward to working with you to further your agency's community policing efforts.

Sincerely,

Andrew A. Dorr
Assistant Director for Grants Administration

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