Cabarrus County

Concealed Handgun Permit Application

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Application Objectives or Overview

This process allows a user to enter a CCW Application online, make the payment required for the application, and schedule the required application review appointment. The Sheriff's Department personnel may use the program to review the application online or to print the applications.

System Structure or Elements

Account Registration

Account registration is used to create a new user account for accessing the system. If the user already has an account, they may enter their login and password to access the online application.

Application Submission

Once logged in, the applicant complete the online application, makes payment, and schedules a required review appointment.

Sheriff's Department Management

The Sheriff's Department personnel will manage the applications via this interface. Authorized users will be able to list applications, view them on the screen, or print them via PDF.

Appointment Setup

The CCW appointments will be managed via the Event management system.

CHG Customers

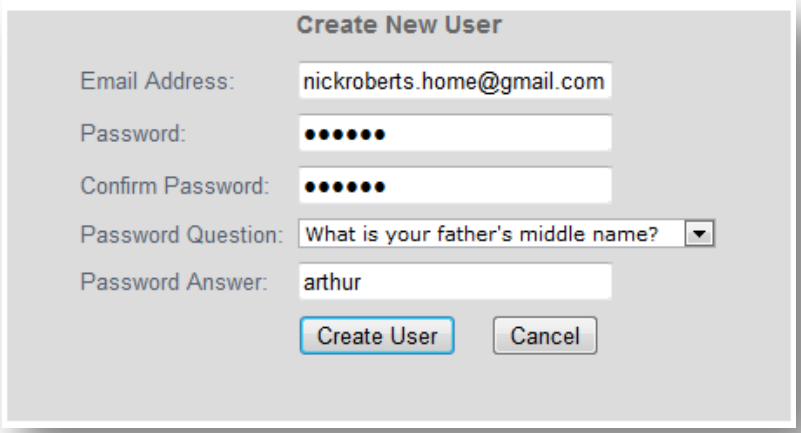
Citizens can now initiate the CHG permit application process online at https://my.cabarruscounty.us

The MyCabarrusCounty iniative will eventually include several service offerings which require log in credentials. Content on this site will be customized for the logged-in user.

Account Registration / Logging In

Prior to the creation and submission of a CHG application, the applicant must create a free user account.

Browse to https://my.cabarruscounty.us



Select the **Register Here** link to begin the registration process.

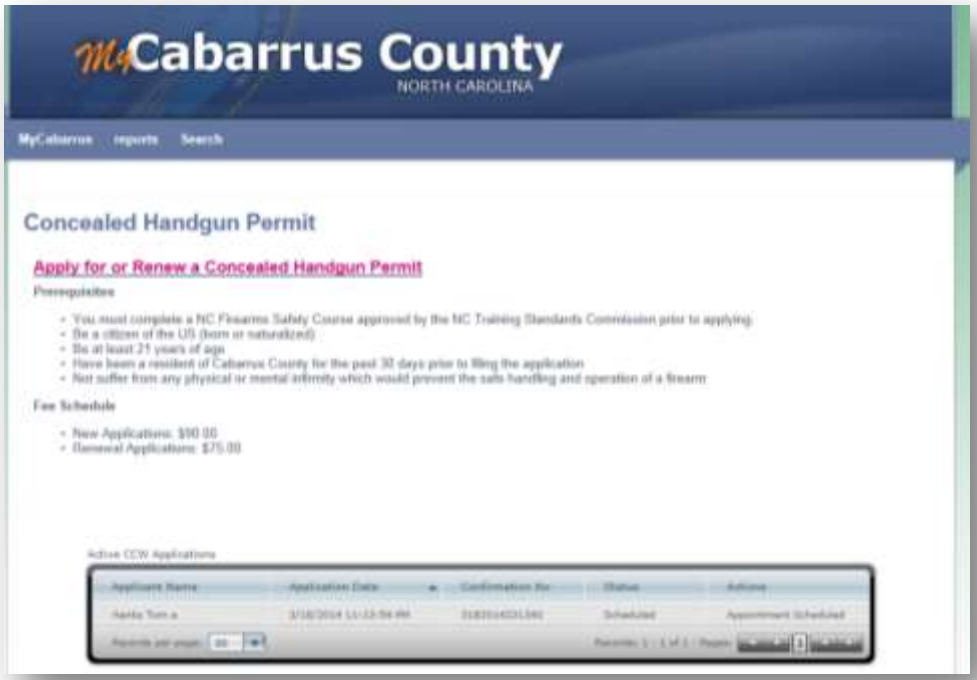
Complete the data entry fields and select the **Create User** button.

Note: the user's email address is their "user name".

MyCabarrusCounty.us is a portal through which citizens can consume services. After logging in the user will be presented with a list of available services.

The initial offering will be the Concealed Handgun Permit Application.

Select the **Cabarrus County Concealed Carry Permit** link to begin the application process.



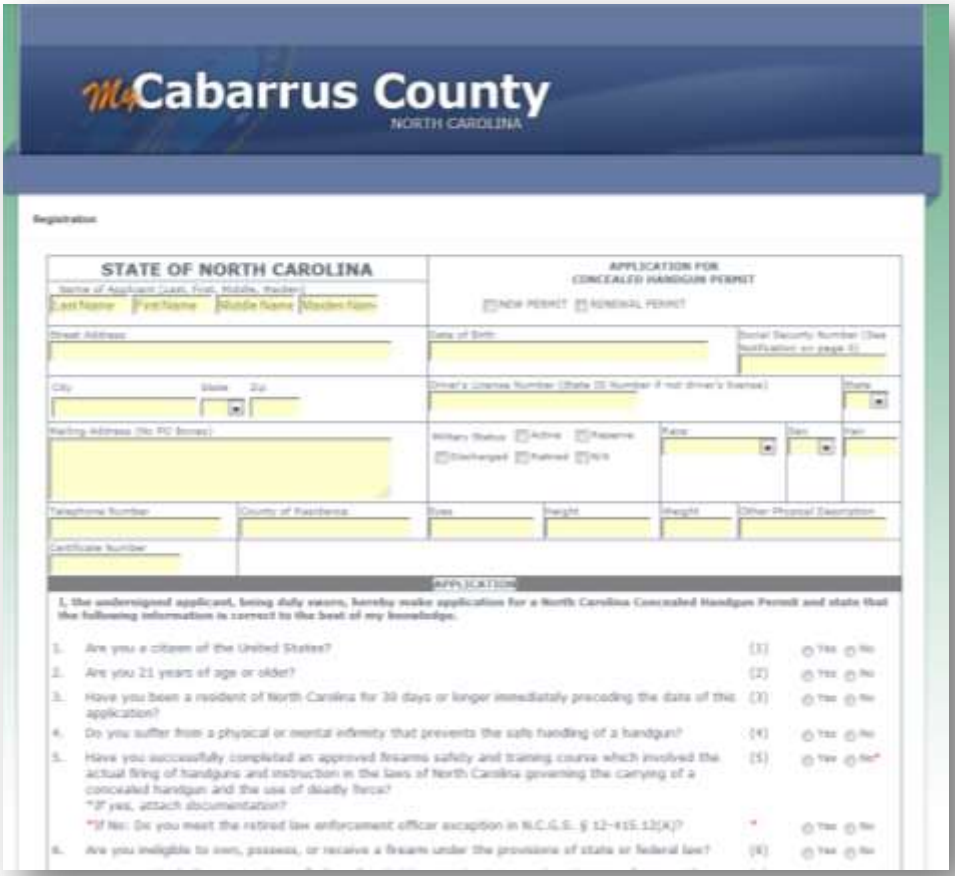
The CHG landing page displays with some brief content regarding the application process and prerequisites.

In addition, if a customer has previously applied for a permit, the permit will be displayed in the grid at the bottom of the page.

Application Form Submission

Select the **Apply for or Renew a Concealed Handgun Permit** link on the landing page to initiate the new form.

The electronic application form displays.



Complete the application form data entry.

After completing the electronic application, the Payment Information screen is displayed:

After completing the application and the payment information, the Applicant must select the “Submit Application” button at the bottom of the Payment Information screen.

Once the Applicant has submitted the application, payment processing and confirmation information is displayed on the screen. The applicant receives an email confirmation of the application and purchase.

Register for a Review Appointment

A review appointment must be scheduled before the sheriff’s department will begin work on this application.

Select an appointment from the list at the bottom of the confirmation page to continue.

Note: if the customer is renewing an application only the “renewal” classes will be available. If the customer is applying for a new application, only new application classes will be available.

The Applicant may now register for the desired class.

The information displayed on the registration page for each class is configured via the Event Management System.

Details regarding configuration of the events is included later in this document.

The Applicant will receive a second e-mail when successfully scheduling the Review appointment. The appointment information is included in the email and can be saved as a Microsoft Outlook calendar item.

Applicants will be able to view details of their application via the MyCabarrusCounty.us site as well. In future phases we will accommodate renewals of existing permits. In the event an applicant applies for but does not register for an appointment they can do so via the CHG data on MyCabarrusCounty.us.

Sheriff's Department Staff

Sheriff Records Employees will manage applications via the new Intranet site. The Sherrif department site includes more than the CHG functionality. Records staff will focus on:

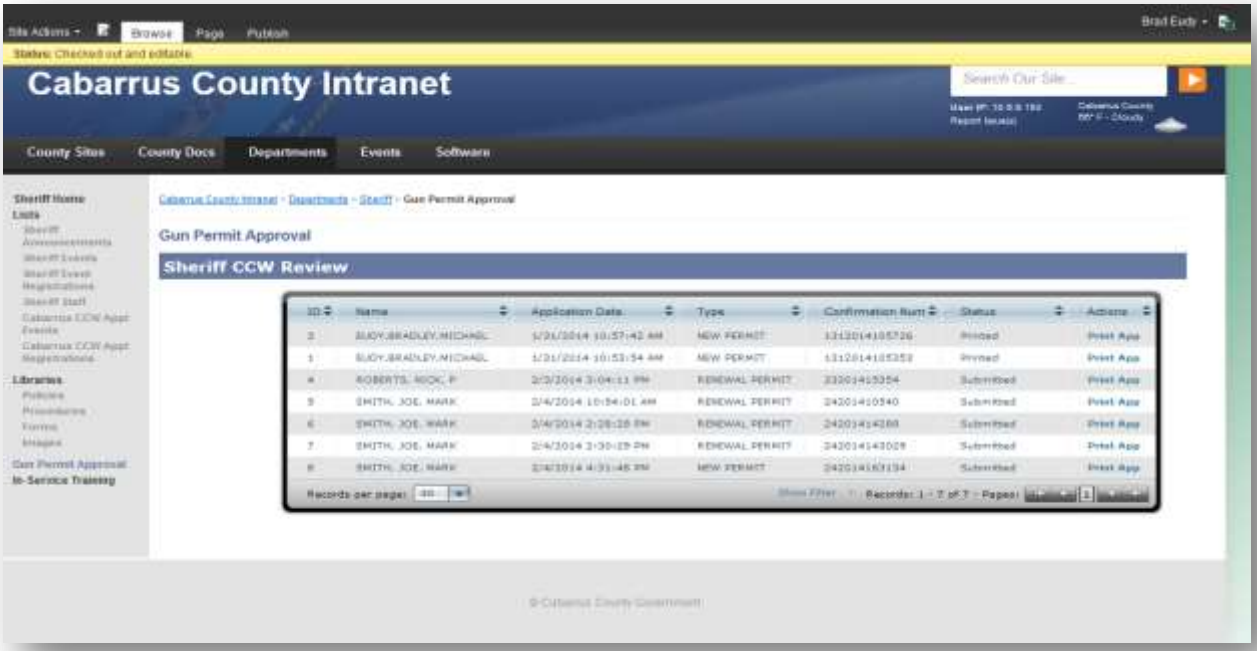
- Managing CHG Applications
- Managing CHG Events (appointments)

Manage Applications

Browse to the Sheriff departmental Intranet Site

Select the CHG Applications page from the left navigation.
The CHG Applications page is used for managing new applications, creating the appointment schedule and executing reports over the CHG application data.

Applications are listed in the data grid including specific details like the appointment date and time and status.



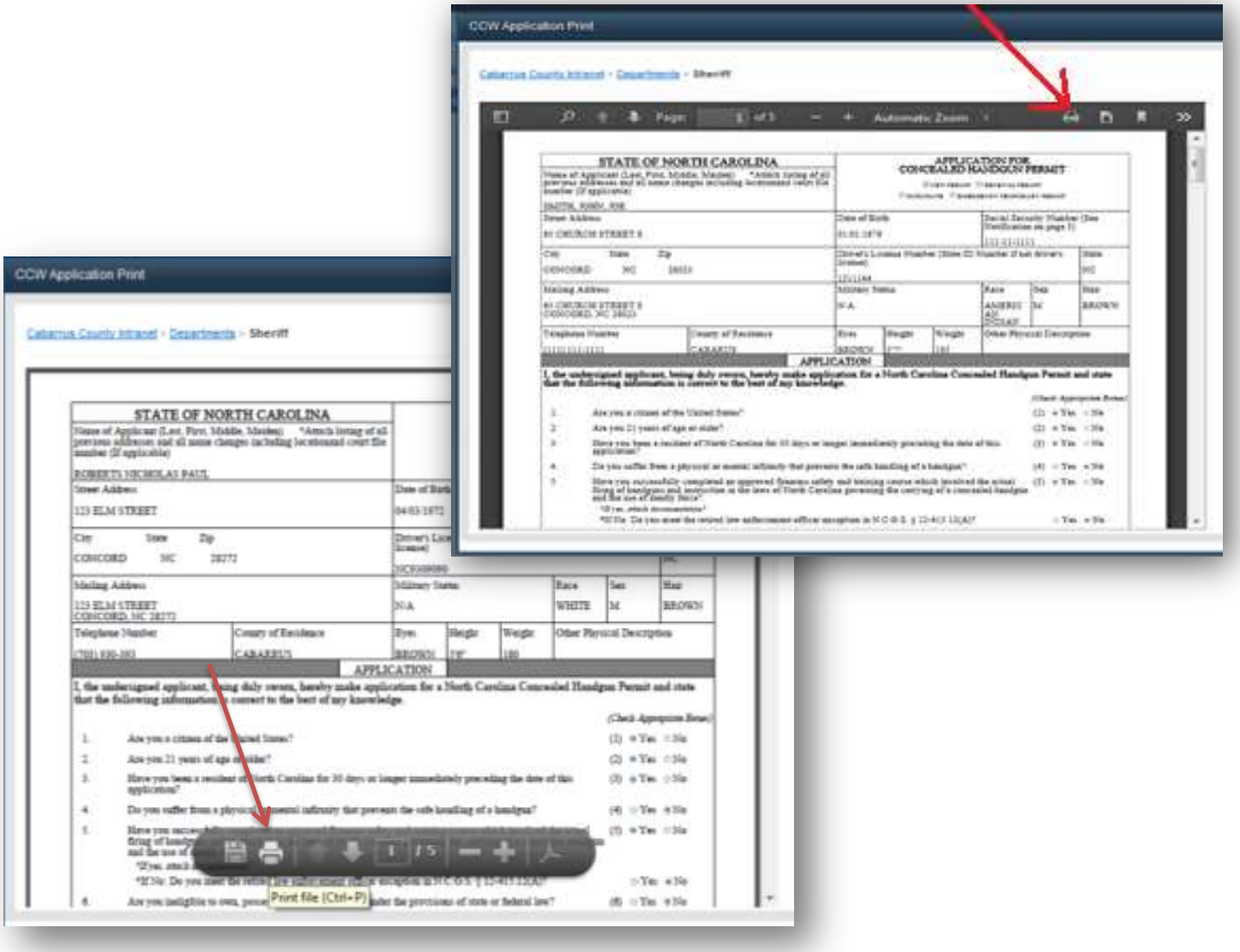
Print Applications

Selecting "Print App" from the Actions column extracts the submitted application to PDF format so the Records Employee can print the application.

Note: this process also creates a placeholder in Laserfiche for this specific application, so pages may be scanned at a later time. The Records Employee can print the extracted application via the web page (this will change the application status to "Printed").

After the application PDF appears use the Print button within Adobe to print the application.

Note: the Print button in Adobe Reader may appear differently as it is dependent upon the version of Adobe Reader installed.



Appointment Setup

CHG Appointments will be managed via the Cabarrus County Event Management System. These appointments are created on an intranet site and will appear on the appropriate CGH view for public users and CHG Applicants.

Browse to the Sheriff departmental Intranet Site

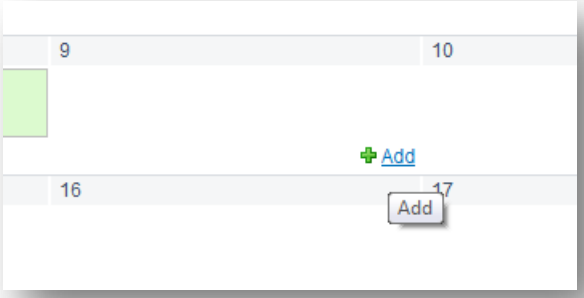
Select the CHG Applications page from the left navigation.

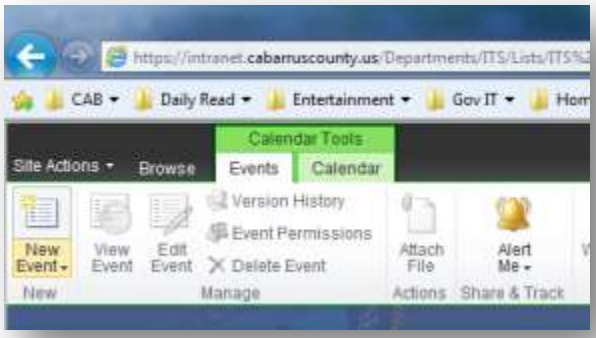
The CHG Applications page is used for managing new applications, creating the appointment schedule and executing reports over the CHG application data.

Select the CHG Appointment Schedule link

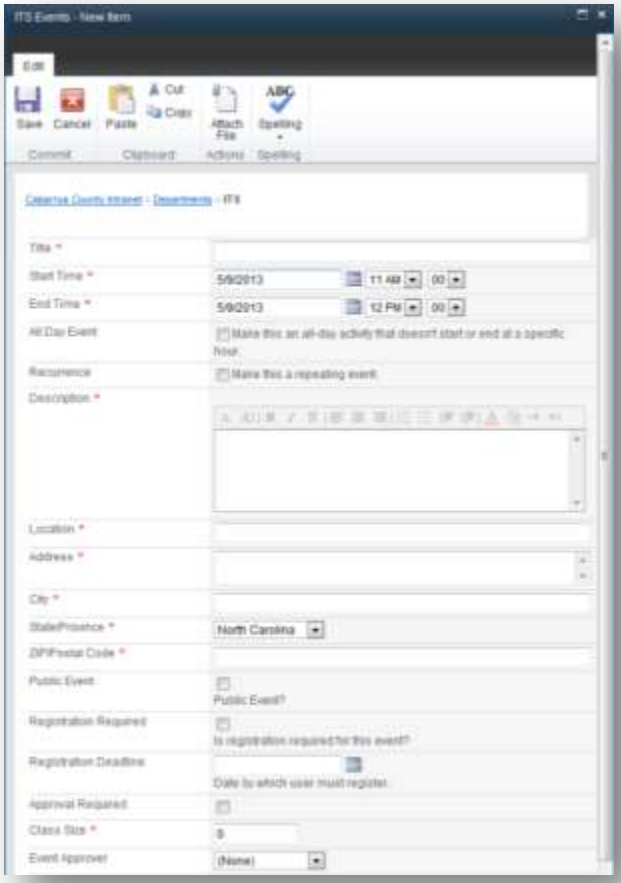
The CHG Appointment calendar displays.

Hover over a specific calendar day and select the **Add button** *or* select the Events Tab at the top of the screen and select **New Event**.





The new Event data entry form will appear.



The new Event form includes several required fields to accommodate specific functionality within the system.

Enhancements to this form are currently on the project roadmap, including

- *Default location and address pick lists*
- *Ability to add images to Event descriptions*
- *Ability to tag events with multiple categories*
- *Ability to tag events with multiple audiences*

Complete the appropriate data entry fields for the new event.

- **Title** – The title or name of the event. Space is limited. Keep titles clear, targeted and consistent.
- **Start Time** – Date and time for the beginning of the event.
- **End Time** – Date and time for the end of the event.
- **All Day Event** – Override the start and end time to display the event as a full-day item on the calendar.
- **Recurrence** – Initiate the repeating event details. This functionality is described in detail later in this document.

- **Description** – Include as much descriptive information as necessary for the event. This will display as the body of the event detail page when customers view the event.
- **Location** – The name of the location (e.g., Cabarrus County Government Center, Multi-Purpose Room, Concord Library Conference Room, etc.). *For CHG Location will default to Cabarrus County Sheriff Office.*
- **Address** – The street address of the location.
- **City –** The city of the location.
- **State/Province** – The state of the location.
- **ZIP/Postal Code** – The Zip Code of the location.

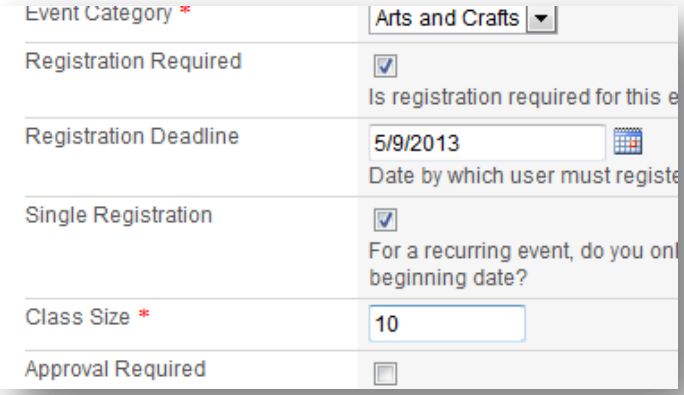
  Note – A valid street address is required for mapping functionality included in the event details page.
- **Website Event** – Checking this box will display the event on the Internet site. *The CHG Appointments will be advertised on the MyCabarrusCounty.us site only – under the CHG application. They will not be advertised on the general www.cabarruscounty.us site.*
- **Intranet Event -** Checking this box will display the event on the Intranet site.
- **Event Contact** – Name of contact person. This item links to a list of contacts maintained by ITS. Additions to the list will be made upon request by submitting a service desk ticket**.**
- **Event Instructor** – Name of instructor. This item links to a list of instructors maintained by ITS. Additions to the list will be made upon request**.**
- **Event Audience** – The customer can filter events by selecting the appropriate audience they are interested in. The audience list is maintained by ITS. Additions to the list will be made upon request. *For CHG – this audience will default to 'Adults'.*
- **Event Category** – Another way to describe your event. In addition to audience, the category can be used to filter and categorize events on the event viewer calendar. The category list is maintained by ITS. Additions to the list will be made upon request by submitting a service desk ticket. *For CHG – this category will either be CHG Renewal or CHG New*
- **Registration Required** – Checking this box will enable the registration functionality. Users can register for the event by submitting their name, email address and phone number. *CHG appointments will require registration.*
- **Registration Deadline** – The deadline date is used to disable the registration functionality. Users will no longer be able to register for an event if the deadline has passed. If this field is left blank and the registration required checkbox is checked, the deadline date will default to 24 hours before the start date.
- **Single Registration –** This checkbox relates to recurring event functionality. When checked, it creates a one-time registration deadline before the start date of the first occurrence of the event. When unchecked, the system creates multiple registration deadline dates to align with the occurrences of the event. This functionality is detailed later in this document. *Do not check this box for CHG appointments.*
- **Class Size** – The maximum limit of attendees for the event or for each occurrence of the event. If the number of registrants is equal to the class size setting, the registration function will automatically disable.
- **Approval Required** – Checking this box will allow event managers to review and approve each submitted registration. *CHG appointments will not require approval.*
- **Event Approver** – If approval is required, the registration notifications will route via email to the event approver identified in this field. The event approver list is maintained by ITS. Additions to the list will be made upon request. *CHG appointments will not require approval.*

Attachments can be added to Events by selecting the Attach File icon at the top of the New Event dialog box.

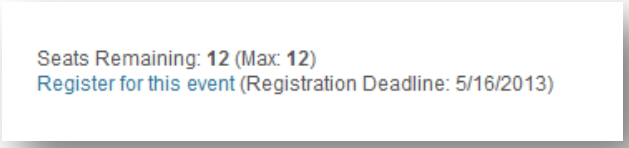
Registration Details

Registrant information is gathered and class size limitations are enforced.

Select the **Registration Required** checkbox when creating a new event. Enter the maximum number of attendees in the **Class Size** field and choose a **Registration Deadline** date. *Note – if a registration deadline date is not provided, the system will default to a date 24 hours prior to the start date of the event.*



When the event manager selects the **Registration Required** field, additional information and functionality will appear on the **Event Details** page.



Attendees may select the ***Register for this Event*** link to open the data entry fields required for registration.

Required fields include first name, last name, phone number and email address.
Error-checking scripts will ensure the same attendee does not register multiple times for the same event.

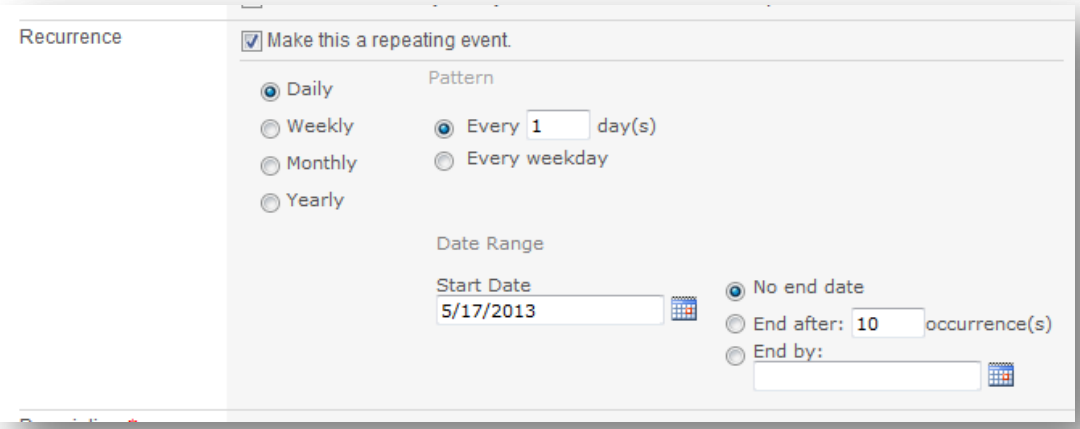
Recurring Event Details

There are two distinct forms of recurring events. In this document we will distinguish the two by example.

The first is a *single event scheduled regularly* like a *class* or a Board of Commissioners meeting. The second type of recurring event takes place as a *course* or *one event which is spread across multiple dates and times,* like a CPR course that meets three times, once a week, over the span of three weeks.

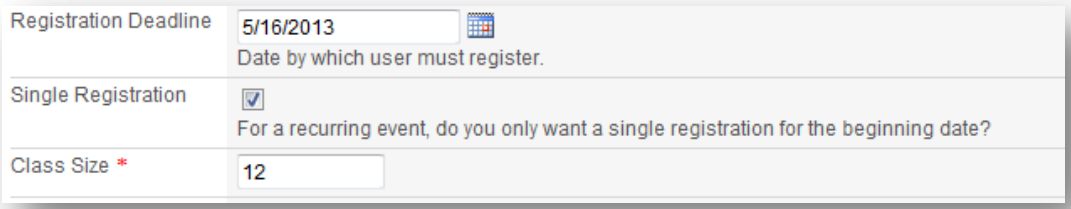
Functionally, the event manager will modify one setting to distinguish between the two types of recurring events.

When creating a new event select the **Make this a Repeating Event** checkbox to enable the recurrence pattern.



Determine the type of recurring event, single or multiple, by selecting specific items in the recurrence section of the event dialog box.

If registration is required and the event is recurring, the event manager will either select or deselect the **Single Registration** checkbox.



When selected, the system will create one registration deadline date before the first instance of the course, which spreads over multiple dates. This aligns with the course-type option (e.g., a class scheduled over several weeks).

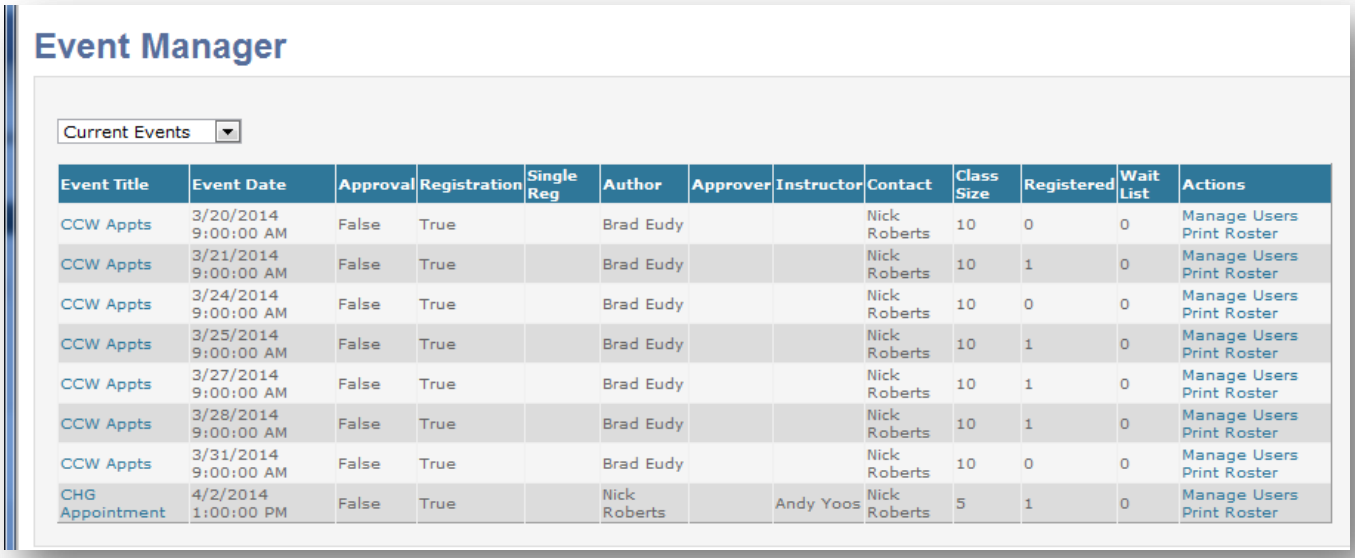
When deselected, the system will create individual registration deadline dates prior to and for each occurrence of the event. This aligns with the *class-type option (e.g.,* regularly-scheduled public meeting).

Event Manager

The Event Manager is a component of the Event Management system and is used in the CHG process to communicate with attendees and manage their registrations.

Browse to the **CHG page** on the **Sheriff Intranet site**.

Select the **Event Manager** link from the right side.



Event Title	Event Date	Approval	Registration	Single Reg	Author	Approver	Instructor	Contact	Class Size	Registered	Wait List	Actions
CCW Appts	3/20/2014 9:00:00 AM	False	True		Brad Eudy			Nick Roberts	10	0	0	Manage Users Print Roster
CCW Appts	3/21/2014 9:00:00 AM	False	True		Brad Eudy			Nick Roberts	10	1	0	Manage Users Print Roster
CCW Appts	3/24/2014 9:00:00 AM	False	True		Brad Eudy			Nick Roberts	10	0	0	Manage Users Print Roster
CCW Appts	3/25/2014 9:00:00 AM	False	True		Brad Eudy			Nick Roberts	10	1	0	Manage Users Print Roster
CCW Appts	3/27/2014 9:00:00 AM	False	True		Brad Eudy			Nick Roberts	10	1	0	Manage Users Print Roster
CCW Appts	3/28/2014 9:00:00 AM	False	True		Brad Eudy			Nick Roberts	10	1	0	Manage Users Print Roster
CCW Appts	3/31/2014 9:00:00 AM	False	True		Brad Eudy			Nick Roberts	10	0	0	Manage Users Print Roster
CHG Appointment	4/2/2014 1:00:00 PM	False	True		Nick Roberts		Andy Yoos	Nick Roberts	5	1	0	Manage Users Print Roster

Events are displayed in the Event Manager if you are listed as the creator, contact, approver or instructor. Details regarding each event are displayed in the grid including how many participants are currently registered.

Managers may review attendees, print rosters, email attendees or cancel attendees via the event manager.

Select Manage Users to:

- Cancel all registrations for a specific appointment
- Edit a specific registration record (withdraw an attendee)
- View details regarding the attendees

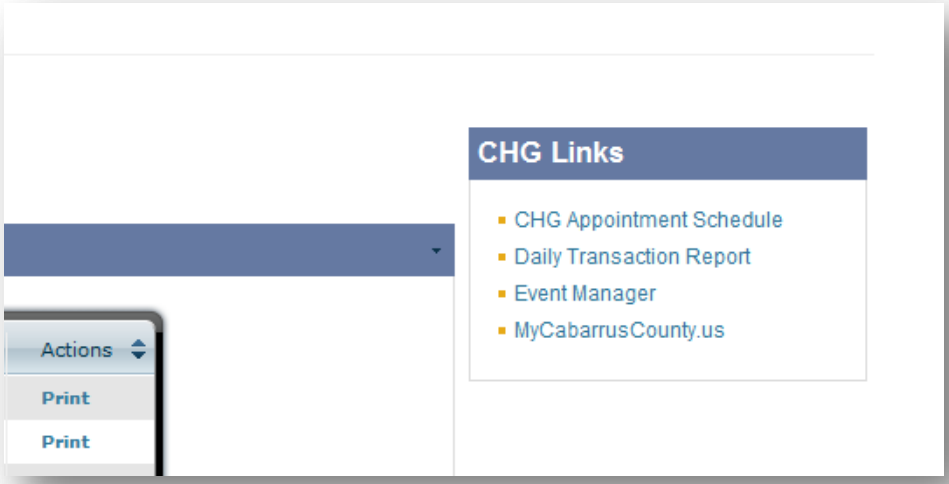
Select Print Roster to:

- Email all attendees for a specific appointment
- Export or Print a list of all attendees for a specific appointment (roster).

Daily Transactions Report

Sheriff staff can publish a report for all online transactions via the CHG page.

Select the **Daily Transaction Report** link from CHG Links on the right margin of the CHG Applications page.



Note: You may be prompted to log in again. Use your network (AD) credentials to do so.

The report is designed to run for the current day. For example if you click the link on 3/18/2014 the start and end date parameters will default to 3/18/2014.

You may modify the **Start and End dates** as needed and run the report again by selecting the **View Report** button.

Application Type	Amount
NEW PERMIT	180.00
RENEWAL PERMIT	75.00
	255.00

Date	Type	Full Name (lfm)	Address	City	State	Zip	Confirmation No	Transaction ID	Amount
3/18/2014 3:15:34 PM	NEW PERMIT	Smith Joe Mike	65 Church Street S	Concord	NC	28025	3182014151533	A79A6A381662	$90.00
3/18/2014 10:47:38 PM	RENEWAL PERMIT	roberts nicholas paul	123 Elm Street	Concord	NC	28272	3182014224721	A19A6BF9CA1A	$75.00
3/18/2014 11:13:54 PM	NEW PERMIT	Hanks Tom e	39 Southern Ave	concord	NC	29292	3182014231340	A79A6A3A2565	$90.00
									$255.00

Select the **Printer icon** to send the report to a printer.

Choose an export format from the **Select a Format** dropdown list and select the **Export** link to export the report to PDF, Word, Excel or .CSV formats.