



# EXCELLENCE IN POLICING INITIATIVE

## Use of Force Reporting Portal FAQs

New Jersey Office of the Attorney General  
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# NJOAG Use of Force Portal Frequently Asked Questions

## Forgot User Name

What is my user name?

Your user name is your agency email address as provided by each agency.

## Forgot Password

What is my password?/How do I reset my password?

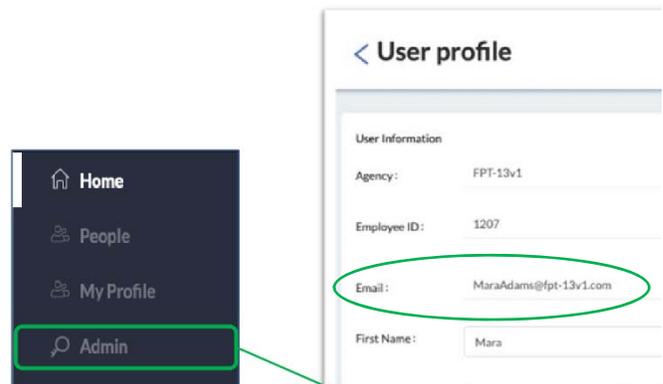
On the Benchmark Analytics page, click “forgot password”. Follow the on screen prompts and check your email.

A login form with two input fields: "Email" and "Password". Below the fields is a blue link that says "Forgot password". At the bottom is a blue button with the text "Log in".

## User Email Address Not Found

I tried to reset my password using my agency email address and it says that I do not have an account.

Contact your agency administrator. They can confirm whether you have an account in Benchmark by clicking on the Admin panel. If you have an account, the administrator can verify the email address on the account. If the email address is incorrect, please contact [support@benchmarkanalytics.com](mailto:support@benchmarkanalytics.com) to update the email address.



Agency Network Administrators may need to modify settings to permit the forgot password function and emails from Benchmark Analytics. If your Network Administrator has not already received these settings, have the Network Administrator contact [force@njoag.gov](mailto:force@njoag.gov) to request them.

## Officer Profile Fields

What fields are required in the Officer Profile?

The officer profile is a tool to facilitate completion of the use of force report. The more information in the profile, the less an officer must complete with each use of force report. For example, if an officer chooses not to include their height and weight on their profile, they will be required to complete the information on each report as these are required fields for each report.

However, no one is required to complete the contact information and emergency contact information sections. Those fields are part of Benchmark Analytics' overall software and cannot be hidden.

## Employee ID

What is the Employee ID and how do I change it?

Benchmark Analytics created a unique identifier for each officer in your agency. However, if your agency provided employee IDs in the user import document, these values were imported into Benchmark Analytics.

At this time, it is your responsibility to assign a unique identifier to each new user. We suggest using your agency ORI followed by a unique identifier for that officer, such as a badge number.

## Add a user

How do I add a user?

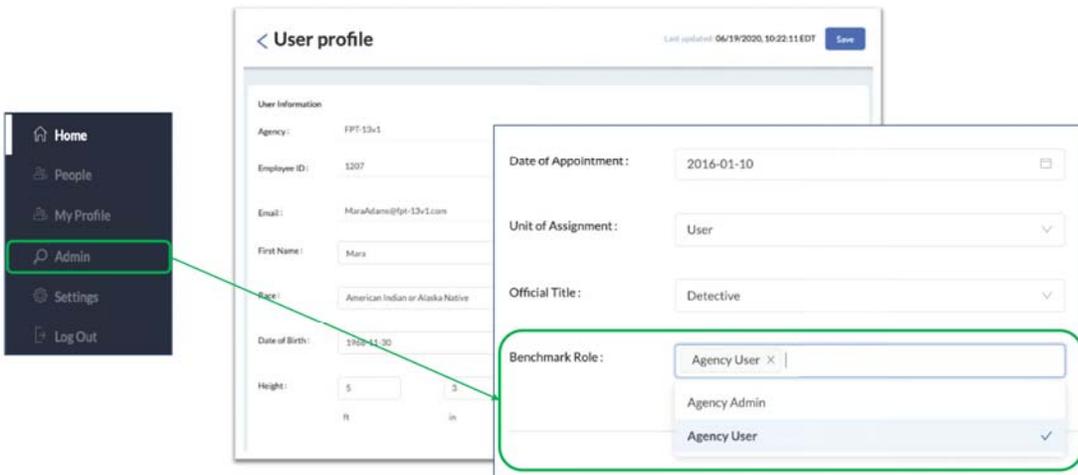
Agency Administrators may add users to Benchmark Analytics by navigating to the "Admin" panel and clicking "Add User" in the top right corner. Complete the profile for the new user and click "Save".

NOTE: Users may only be added using their official agency email address. If an officer (or civilian) does not have an agency issued email address, they cannot be added.

## Add an Administrator

How do I make a user an administrator?

Agency Administrators may modify a user's role to permit administrative access by navigating to the "Admin" panel and clicking on the individual's profile. Click on the Benchmark Role field and select "Agency Admin".



## OPRA

Who is the custodian of these records?

What information is required to be released under OPRA?

Each agency is the custodian of their use of force reports and records. All reports can be saved or printed to local agency storage and comply with record storage policies. We are working on additional functionality to allow for a bulk download of all reports at once.

Use of Force reports are subject to OPRA. These requests may be made directly to individual agencies or to the Office of the Attorney General.

## Other Software

Do I need to complete a use of force report as designated by the county prosecutor or in x software program?

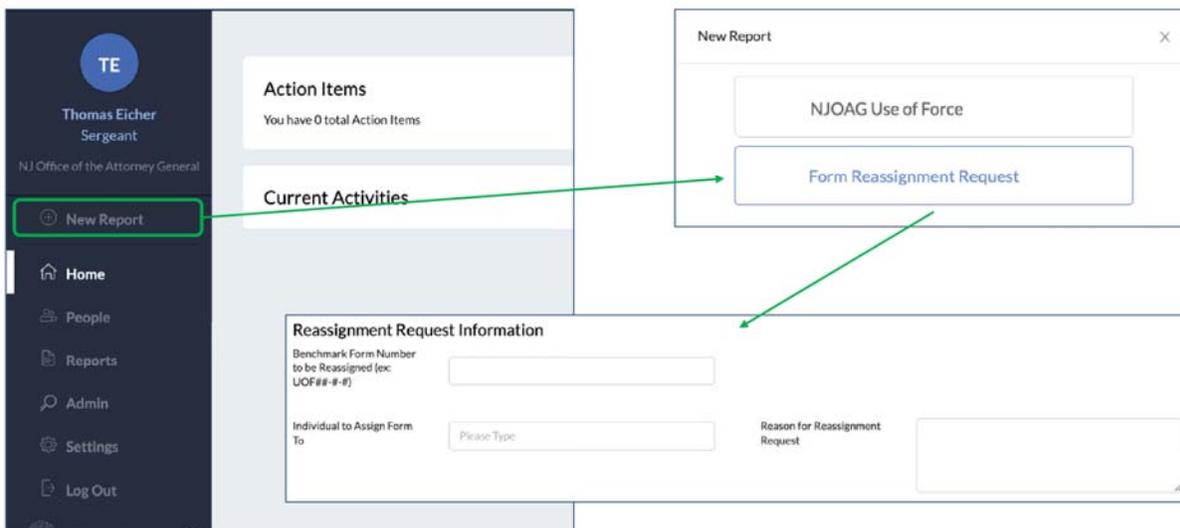
Currently, agencies may not transfer completed use of force report data completed in another software or program to be transferred to Benchmark Analytics. As we continue the rollout of the portal, this may change.

The Office of the Attorney General considers completion of a use of force report in Benchmark Analytics to meet the reporting requirements under the current Use of Force Guidelines. Prosecutor's Offices have access to all completed reports in their county through their access to Benchmark Analytics. Consult your Prosecutor's Office to determine their policy for reporting use of force incidents.

## Changing the Selected Reviewer

I selected a reviewer for my report, but need to change the reviewer. How do I do that?

Should an officer need to re-designate a reviewer on the use of force report, this can be accomplished using the “Form Reassignment Request.” Under the “New Report” button, officers may select “Form Reassignment Request” and complete the required fields. Officers will need the Benchmark Form Number, the name of the new reviewer, and the reason for reassignment. The new reviewer will receive an email notification. Any user in your agency can request a form reassignment, however, once a report has been marked complete by a reviewer, it is final and cannot be reassigned. For further questions on modifying a completed report, please contact [support@benchmarkanalytics.com](mailto:support@benchmarkanalytics.com).



## Use of Force Policy

Is there a new Use of Force Policy?

The Office of the Attorney General will be releasing a revised Use of Force Policy by the end of 2020. For further questions on the use of force policy, please contact [force@njoag.gov](mailto:force@njoag.gov).

## Quarterly/Annual Reporting

Does this change quarterly and annual reporting requirements under the current use of force policy?

No. Agencies are still required to complete quarterly and annual summary reports for submission to the Prosecutor’s Office. We will roll out those reports in Benchmark Analytics by the end of the year. For further questions on quarterly and annual reporting, please contact [force@njoag.gov](mailto:force@njoag.gov).

## Cross County Jurisdiction

My agency has jurisdiction in more than one county, how do I ensure the correct Prosecutor's Office receives the necessary use of force reports.

Reports are routed to a Prosecutor's Office based on the selected municipality in the individual report. Once a municipality is selected, the completed report will automatically appear in the list of reports for that Prosecutor's Office. If you feel that reports are missing, please contact [support@benchmarkanalytics.com](mailto:support@benchmarkanalytics.com).

## Missing Reports

I'm in the Prosecutor's Office and I cannot see use of force reports immediately.

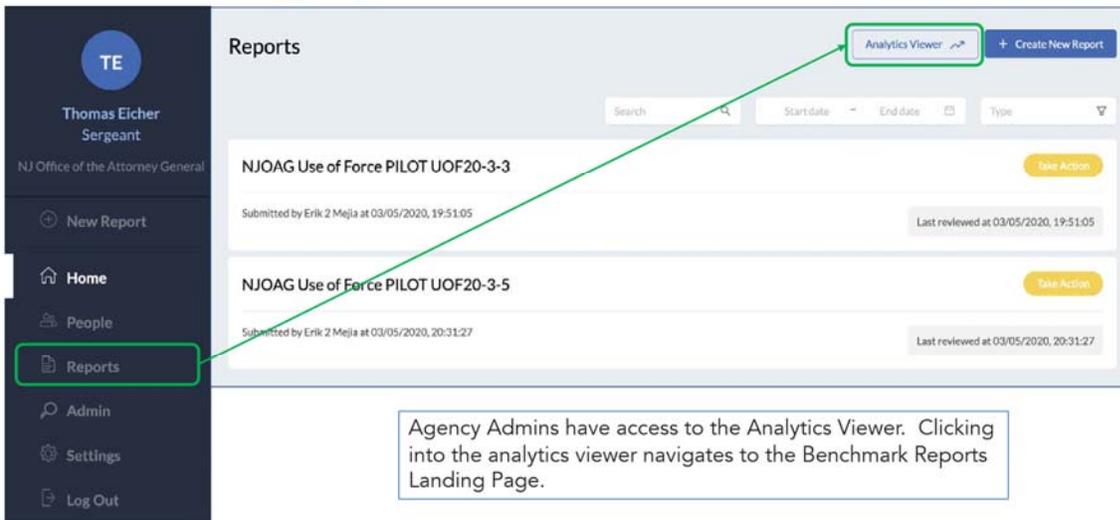
Reports should appear under the "Reports" tab once the report is finalized. That is, after the supervisor reviewing the report indicates "Use of Force Report Complete". If you feel that reports are missing, please contact [support@benchmarkanalytics.com](mailto:support@benchmarkanalytics.com).

## Viewing reports

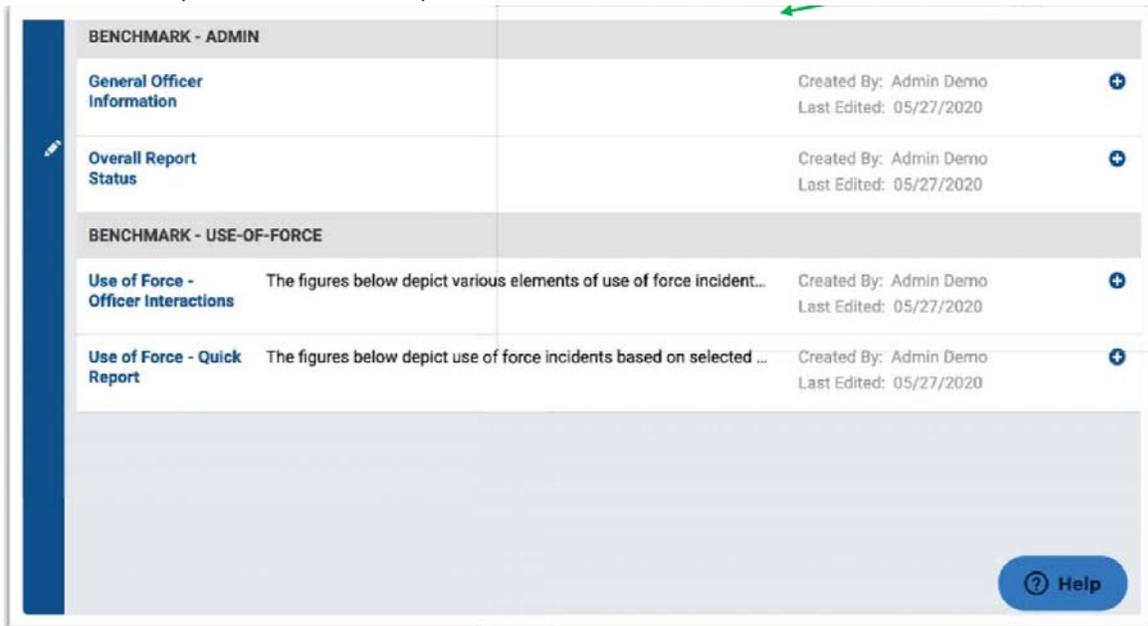
I'm an administrator, how do I see what reports are complete?

Reports should appear under the "Reports" tab once the report is finalized. That is, after the supervisor reviewing the report indicates "Use of Force Report Complete".

Additionally, you may run the "Overall Report Status" Report to identify where reports are in the process of completion- Draft, In review, Take Action, or Complete. To run this report, click on "Reports" and then "Analytics Viewer."



Once the Analytics Viewer opens, you can select "Overall Report Status". Or other reports to view additional analytic summaries of reports.



If you feel that reports are missing, please contact [support@benchmarkanalytics.com](mailto:support@benchmarkanalytics.com).

Benchmark Support: [support@benchmarkanalytics.com](mailto:support@benchmarkanalytics.com)

OAG Support: [force@njoag.gov](mailto:force@njoag.gov)

## Deleting Reports

How do I delete a report?

Currently, users cannot delete a report. For further questions on deleting reports, please contact [support@benchmarkanalytics.com](mailto:support@benchmarkanalytics.com).

## Modifying Reports

How do I correct a completed report?

Currently, users cannot modify a completed report. For further questions on modifying reports, please contact [support@benchmarkanalytics.com](mailto:support@benchmarkanalytics.com).

## Reviewing a Report

How do I review a report? What does my review mean?

Once a submitting user has selected a reviewer, that reviewer will receive an email notification of the awaiting report. Upon logging in, the reviewer will see the report on their landing page.

Supervisors are asked to review reports for completion ONLY. These reviews do not replace any policies or procedures on the appropriateness of the use of force. Should the supervisor feel that changes are required on the report, the supervisor should select "Use of Force Report Not Complete" and specify the changes the officer should make.

## Correctional Agencies

Do I need to report all uses of force in my Correctional Agency?

Correctional Police Officers using force inside a Correctional Facility should not use this portal to submit a use of force report. Correctional Police Officers using force outside of their facility MUST use this portal to report a use of force. For force incidents inside the Correctional Facility, please follow policies of reporting force currently in place by your agency.

## Force after an Arrest

How do I note that the use of force occurred after an arrest, while a subject was in custody?

Complete the form as you would for any other force incident. If the use of force occurred after an individual was placed under arrest, such as during processing or transport, please select "No" for "Was the subject arrested?" Then select "Other" under "Specify Reason Subject was not Arrested" and indicate that the subject was already in custody in the specification prompt.

## Less Lethal

How do I note that the use of a less lethal ammunition and/or launcher, such as bean bags?

To record the use of a less-lethal ammunition and/or launcher, such as bean bags, please select “Other” on the middle field specifying the type of force the officer used. You will be prompted to specify the type of less-lethal ammunition and/or launcher.

## Canine Use of Force

Which canine force option should we use?

To clarify the canine use of force options, we have modified the definitions as follows.

*Deployed canine for takedown at:* DO NOT USE THIS FIELD. It will be removed in the next update of the form.

*Canine bit (apprehension):* Directed bite to apprehend a subject.

*Canine bit (spontaneous):* Canine spontaneously bit to apprehend a subject.

## “Other” Response Option

The predefined response options do not describe the incident? What do I do?

Throughout the use of force report, we have provided the option for the author of the report to select “Other”. When selecting “Other”, the author will be required to specify the response in a follow-up field.