Use of Force Reporting Portal FAQs
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NJOAG Use of Force Portal
Frequently Asked Questions

Logging In and Account Creation

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.

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 not correct, please contact support@benchmarkanalytics.com to update the email address.
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. For further questions on adding a user, please contact support@benchmarkanalytics.com.
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”. For further questions on adding an administrator, please contact support@benchmarkanalytics.com.

Officer Profile
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. For further questions on officer profile fields, please contact support@benchmarkanalytics.com.

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

If your agency provided employee IDs in the user import document, these values were imported into Benchmark Analytics. If your agency did not provide an employee ID, Benchmark Analytics created a unique identifier for each user in your agency.

Benchmark support: support@benchmarkanalytics.com
OAG support: force@njoag.gov
To modify employee IDs, please contact support@benchmarkanalytics.com. You may request that Benchmark Analytics replaces the Benchmark generated ID with your agency’s unique employee IDs, including badge numbers.

**Contact Information/Emergency Contact**

Are users required to complete contact information or the emergency contact information?

No. These sections are not required. These fields are part of Benchmark Analytics’ overall software and cannot be hidden. For further questions on officer profile fields, please contact support@benchmarkanalytics.com.

**Viewing, Saving, and Storing Completed Reports**

**Viewing Reports/Missing Reports**

I’m an agency administrator/user 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”.

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.”

![Image of reports and analytics viewer](image-url)
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.

**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.

**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.
**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 by a local agency to comply with its 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.

For further questions on OPRA, please contact your agency OPRA representative or your Prosecutor’s Office.

**Records Management/ Internal Affairs Software**

Do I need to complete a use of force report as designated by the county prosecutor or in software program? Can I export the reports to save in our local software?

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.

Agencies may save PDF copies of reports or print copies of reports to save to their local storage locations. At present, we do not have functionality to download data for import into another software system.

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. For further questions on meeting a prosecutor’s office’s requirements, please contact your prosecutor’s office. For further questions on data transfers to Benchmark Analytics, please contact force@njoag.gov.

**Supervisory Review of Reports**

Reviewing a Report

How do I review a report? What does my review mean? Who should review reports?

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 in the Use of Force Portal for proper completion ONLY. These reviews do not replace any agency policies or procedures designed to evaluate the appropriateness of the officer’s 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 required changes for the officer.

For determinations on who should review completed use of force reports, please refer to your departmental policies and procedures on report review processes.

For further questions on reviewing reports, please contact support@benchmarkanalytics.com.

Modifying a 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. For further questions on modifying a reviewer, please contact 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.
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.

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.

For a detailed description of all fields in the use of force portal, please see the Use of Force Reporting Portal Guide.