Virginia Department of Juvenile Justice

BADGE
Balanced Approach Data Gathering Environment

Login & Search User Manual

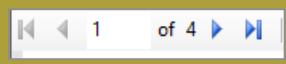(This Page Intentionally Blank)

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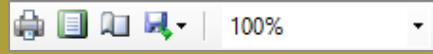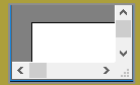
Key/Legend

The BADGE application and the manuals use various styles and icons. Below are their explanations. The **BADGE Application** refers to all BADGE modules while the **BADGE Login & Search User Manual** covers how to install/uninstall BADGE, log in to BADGE, update password and password settings, view account permissions, report an issue, and perform basic juvenile and adult searches.

Individual users may not have read or write privileges for every module; therefore, all users may not be able to add, edit, delete, or view certain information or functions in BADGE.

In the BADGE Application

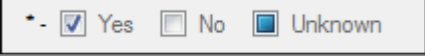| Style/Symbol/Button	Meaning
Calendar Screen Button and Date Field	In order to select a date, click the **Calendar** drop-down button and select the date from the drop-down calendar. The date chosen will populate the text field to the left of the calendar drop-down button.
Screen/Window Control Buttons	Located in the upper right hand corner of any given screen/window, in order of appearance (from left to right): **Minimize** the screen; **Maximize** the screen; and **Close** the screen. If a component is greyed out it is not available.
Report Viewer Buttons (1 of 4)	In order of appearance (from left to right): go to **First Page**; go to **Previous Page**; **Current Page** displayed; **Total Pages**; go to **Next Page**; and go to **Last Page**.
Report Viewer Buttons (2 of 4)	In order of appearance (from left to right): go **Back to Parent Report**; **Stop Rendering** report; and **Refresh** report.
Report Viewer Buttons (3 of 4)	In order of appearance (from left to right): **Print**; **Print Layout**; **Page Setup**; click the **Export** icon to choose to export a report as an Excel spreadsheet, PDF, or Word document from the drop-down menu; and choose the document view by clicking on the **Zoom** drop-down menu.
Report Viewer Buttons (4 of 4)	In order of appearance (from left to right): **Text Box**, enter text to search for; click **Find** to search for text entered in text box; and click **Next** to find the next instance of text entered in the text box.
Scroll Bars	A scroll bar allows the user the move the window viewing area up, down, left, or right. The scroll bar can be vertical or horizontal and is commonly located on the far right or bottom of the window.
Info Button and/or Text in Red Font	A record with text displayed in red font generally indicates there is an "alert" associated with a given juvenile record. To view an alert click the red and white **Info** button or select the *Alerts* tab on the *Juvenile Information* screen.
Icon displayed on *Question* and/or *Confirmation* Screen	The question mark icon typically displays when the application user is prompted to confirm a requested action prior to proceeding.
Icon displayed on various screens.	The exclamation mark on a red background denotes a mandatory field.
Icon displayed on various screens.	The exclamation mark on yellow background typically displays on a search screen to inform the user no matches were found and that the search criteria should be changed.
Icon displayed on *Information* Screen	The "i" icon typically displays when the application notifies a user of the results of a requested action, for example: "Data saved successfully." This also displays when there is additional information for field.

Style/Symbol/Button		Meaning
Help or Help	Help Button	Click the **Help** button to display the _Help_ screen describing the business rules related to the selected report or for additional information related to the current screen.
Close or Close	Close Button	Click the **Close** button to close the current screen, leaving open the prior screen
(magnifying glass icon)	Magnifying Glass Button	Click the **Magnifying Glass** button to expand a comment/textbox.
Map It	Map It Button	The **Map It** button is currently disabled across the BADGE application.
*- ☑ Yes ☐ No ◼ Unknown Questions with an asterik (*) next to it follow the legend above.		Click on a checkbox to place a check mark in the appropriate checkbox to indicate "Yes," "No," or "Unknown." The default status, prior to user input, is a blue square in the "Unknown" checkbox.

In the BADGE Manual

Style/Symbol	Meaning
Underlined and Italicized	Name of a screen.
Italicized	Name of a tab, document title, or manual title.
Bolded	Name of a function, key, button, option or where emphasis is required. The name of data fields on a module screen.
Underlined	Name of a column header in an application displayed table or an application generated report. Cased to match.
"Text in Quotes"	Data or selection in a data field, input field, or drop-down menu.
Bolded and Underlined	The manual's main title and other titles for key sections.
Hyperlink	Press the Ctrl key and left click with the mouse to follow the hyperlink. Hyperlinks are links in the document that lead to webpages and files outside of the document or headings and bookmarks located inside the document.
(padlock icon) Padlock Icon	Denotes a locked item or record that cannot be changed.
(notepad icon) Notepad Bullet	Tips and notes provide additional information, exceptions, or special circumstances that apply to a particular topic or area in BADGE.
(reference icon) Reference Bullet	Refer to another page or resource for additional information.

The BADGE manuals are instructional guides for users to understand how to use the BADGE application. The BADGE manuals apply the same formatting across all manuals but information specific to each module. This manual is intended to assist those installing/uninstalling the BADGE application, logging in to BADGE, updating their password and password settings, viewing account permissions, reporting an issue, and performing basic juvenile and adult searches using the BADGE application.

The BADGE application manuals are regularly updated and uploaded to DJJ's website without user notification. For this reason, it is recommended that users access the manuals solely through the website instead of downloading and printing them to ensure that the most up-to-date version is used.

Please Note

The BADGE electronic data management system is the property of the Commonwealth of Virginia and is intended for authorized users only. By accessing and using the BADGE system, users are consenting to system monitoring for law enforcement and other purposes.

Every user accessing the BADGE electronic data management system is bound by confidentiality rules. BADGE system users should not access information on any persons for which there is not a legitimate professional interest. A log entry is made whenever a user accesses a record in the BADGE system.

Access the following link for the DJJ Acceptable Use & Information Security Agreement. See §2.2-2827 of the Code of Virginia for restrictions on state employee access to information infrastructure. See §§16.1-223 and 16.1-300 of the Code of Virginia for confidentiality requirements and use restrictions of data and records.

Unauthorized use of the BADGE electronic data management system may subject a user to State or Federal criminal prosecution and penalties.

To report any issues encountered with the BADGE electronic data management system please email DJJ-BADGE-Issues@djj.virginia.gov. If there is a need to request a change please contact the appropriate Regional Program Manager (RPM) or Superintendent.

Please email DJJ-BADGE-Passwords@djj.virginia.gov for assistance with BADGE login problems.

All potentially sensitive data have been removed from all screen images presented in this manual.

Login & Search
Install BADGE

1. **To Install BADGE:**
   a. (i) Open an internet browser, (ii) navigate to the DJJ website (www.djj.virginia.gov/), (iii) click the **Staff Tools** menu, (iv) select the **Install BADGE** option from the drop-down menu, and the *BADGE – Balanced Approach Data Gathering Environment* internet tab will appear.
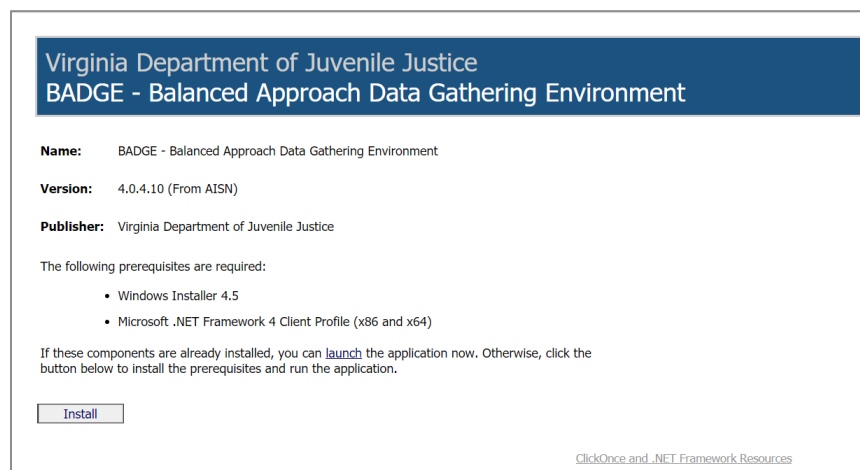
   b. (i) Click the **Install** button, and the *Application Install – Security Warning* screen will appear. (ii) Click the **Install** button, and the *Installing BADGE – Balanced Approach Data Gathering Environment* screen will appear.
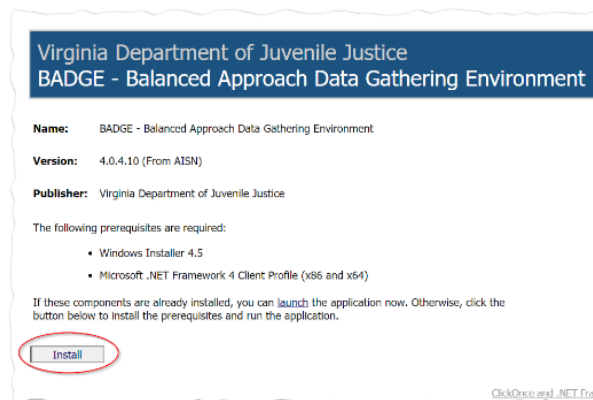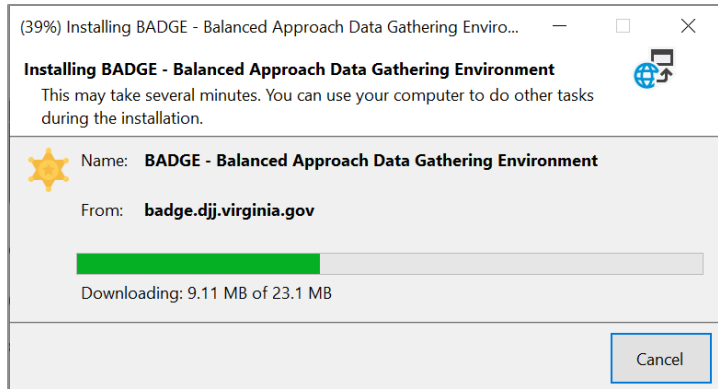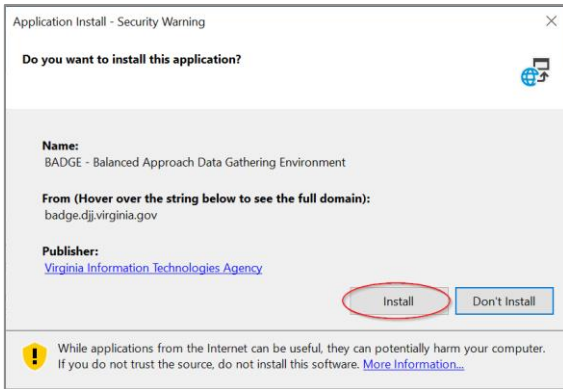
c. When the installation is complete, the _BADGE [Current Year] Login_ screen will appear.

d. After the installation is complete, the **BADGE** icon will automatically be added to the **Desktop** and **Windows** menu.
    i.   In order to access BADGE from the Desktop, double click the **BADGE – Balanced Approach Data Gathering Environment** icon.
    ii. In order to access BADGE from the **Windows** menu, (i) click the **Windows** button, (ii) click to expand the Virginia Department of Juvenile Justice folder, (iii) click **BADGE – Balanced Approach Data Gathering Environment** in the menu, and the _BADGE [Current Year] Login_ screen will appear.
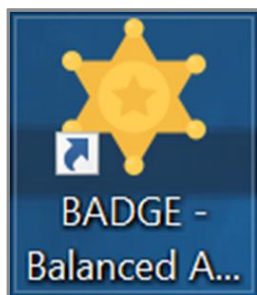
        Depending on the user's computer settings, they may have to single or double click the BADGE icon on the Desktop.

        The BADGE background color changes throughout the year.

2. **Add BADGE To Taskbar**
   a. To add BADGE to the taskbar from the Desktop, drag and drop the **BADGE** icon to the taskbar.
   b. To add BADGE to the taskbar from the **Windows** menu, click (i) the **Windows** icon, (ii) click the **Virginia Department of Juvenile Justice** folder, (iii) right-click the **BADGE – Balanced Approach Data Gathering Environment** icon, (iv) click **More**, (v) click **Pin to Taskbar**, and the **BADGE** icon will appear on your taskbar.

        In order to access BADGE from the taskbar, click the **BADGE** icon.

Uninstall BADGE

a. In order to uninstall BADGE, (i) click the **magnifying glass** icon on the taskbar, (ii) type in "Control Panel", (iii) click the **Control Panel** icon, and the _Control Panel_ screen will appear. Under the **Programs** section, (iv) click **Uninstall a program**, and the _Programs and Features_ screen will appear. (v) Select **BADGE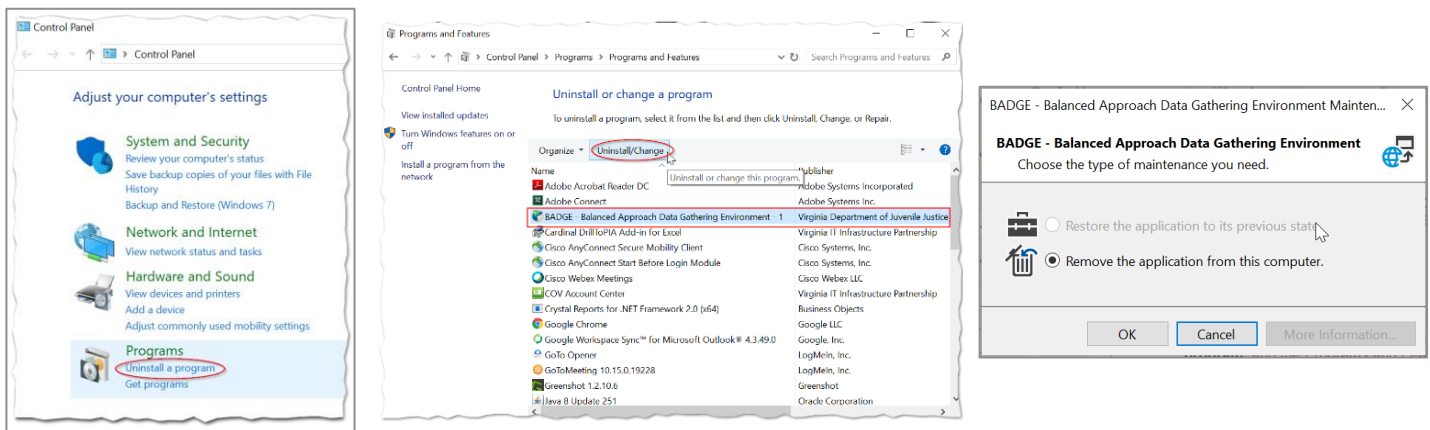 – Balanced Approach Data Gathering Environment** from the list. (vi) Click the **Uninstall/Change** button, and the _Maintenance_ screen will appear. (vii) Click the **Remove the application from this computer** radio button, and (viii) click the **OK** button.

b. **Cancel Button**
   i. Click the **Cancel** button to cancel uninstalling BADGE.

        Refer to the Install BADGE section on how to install BADGE.

Log In To BADGE

1. **Log In to the Training Database**
   The login information used to access the BADGE **Training** database will be different from the user's personal login information. From the _BADGE Login_ screen:
   a. Type the user name for the user's CSU (i.e., DJJ_CSU#) in the **User Name** field.
   b. (i) Click on the **Password** field, and (ii) type the **Password** for the CSU (i.e., CSU + the CSU#).
   c. (i) Click the **Database** drop-down menu, (ii) select "Training", (iii) click the **Ok** button, and the _BADGE_ home screen will appear.
   d. If the login information entered is incorrect, the _Login into Application_ error screen will appear. Click the **OK** button and repeat steps 1 through 3 from above making sure to enter the correct information.
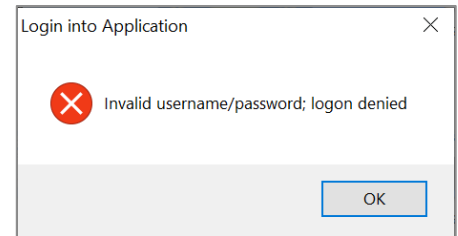
📒 The data in the Training database are simulated and are only used for training and practice. In order to view, add, delete, or edit live data, log in to the Production database.

💻 Refer to the Forgot Password section for instructions what to do for a forgotten password.

2. **Log In to the Production Database**
   a. The login information used to access the BADGE **Production** database will be the user's personal login information. From the _BADGE Login_ screen, type the user name (DJJ_EXAMPLE) in the **User name** field.
   b. (i) Click on the **Password** field, and (ii) type the password.
   c. If not already selected, (i) click the **Database** drop-down menu, (ii) select "Production", (iii) click the **Ok** button, and the _BADGE_ home screen will appear.
   d. If the login information entered is incorrect, the _Login into Application_ error screen will appear. Click the **OK** button and repeat steps 1 through 3 from above making sure to enter the correct information.
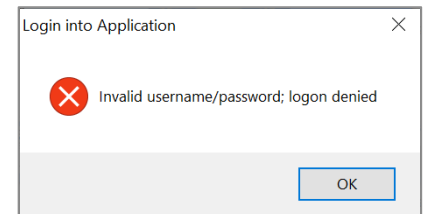
📒 If the user does not have a personal login, they should consult their supervisor.
📒 The Production database is the default database and should be auto selected when logging into BADGE.

💻 Refer to the Forgot Password section for instructions on what to do for a forgotten password.
💻 Refer to the **Show Password** section below for instructions on how to show the typed in password.

3. **Show Password**
   The **Show Password** hyperlink assists determining if the password is being typed correctly.
   a. Click the **Show Password** hyperlink and the password being typed into the **Password** field will become visible. When this is done, the **Show Password** hyperlink will change to the **Hide Password** hyperlink.
   b. Click the **Hide Password** hyperlink and the password being typed into the **Password** field will be hidden.

▢ The Show Password hyperlink should only be used when necessary as password hiding is in place for the security purposes.
▢ The Show Password hyperlink does not show what the password should be; it will ONLY show what the user has typed into the password field.

4. **Forgot Password**
   a. If the user has not configured a security question, (i) type the **User Name**, (ii) click the **Forgot Password** hyperlink, and the *Password Recovery* screen will appear prompting the user to send an e-mail to DJJ-BADGE-Passwords@DJJ.Virginia.gov for further assistance.
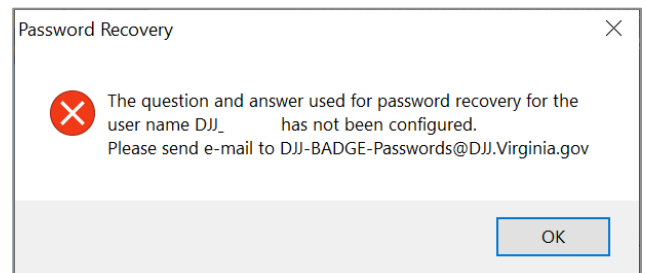
   b. If the user has configured their security question, (i) type the **User Name**, (ii) click the **Forgot Password** hyperlink, and the *Password Reset* screen containing a security question will appear, (iii) type the answer to the security question into the **Answer** textbox, and (iv) click the **Submit** button.

c. If the security answer is correct, the *Password Reset* screen will appear and an email will be sent from JTS@DJJ.Virginia.gov containing a temporary password. (i) Click the **Ok** button and disregard the instructions to contact the Helpdesk at this time.

d. (i) Log in to the BADGE **Production** database using your **User Name** and the temporary **Password**, (ii) click the **Ok** button, and the *Login into Application* screen will appear. (iii) Click the **OK** button, and the *Change Password* screen will appear. The **Old Password** field will auto-populate. (iv) Type the new password in the **New Password** field, (v) type the new password again in the **Confirm New Password** field, (vi) click the **Ok** button, and the *Change Password* screen will appear to confirm the password has been successfully changed. (vii) Click the **OK** button, and the *BADGE* home screen will appear.

📋 It is important to configure security questions as soon as possible. For steps on how to configure security questions, refer to the Configure Password Reset Settings section.

- The user will have three attempts to enter the correct answer to the security question. If they are unsuccessful after three attempts, an error message will appear advising the user to send an e-mail to DJJ-BADGE-Passwords@DJJ.Virginia.gov for further assistance.
- The Forgot Password hyperlink will not be available when logging into the Training database.
- The email from JTS@DJJ.Virginia.gov, containing the temporary password, is auto-generated and can be received at any time.
- The BADGE password must: (i) start with a letter, (ii) be at least nine characters long, and (iii) contain at least one special character (e.g., !, _, or @).
- Commas and periods cannot be used to fulfill the special character requirement.
- Although the *Password Reset* screen will say an error has occurred and to contact the Helpdesk to reset, the user should still receive an email from JTS@djj.virginia.gov with a temporary password.
- The Show Passwords hyperlink will reveal the text in the **New Password** and **Confirm New Password** fields. To hide the text, click the Hide Passwords hyperlink.

5. **Log in Attempts and Lockouts**
   a. Users have three attempts to successfully login. If the user is unable to login after three attempts, the system will automatically close BADGE. The user will need to re-open BADGE and repeat the login instructions.
   b. If a user does not make any login attempts in 90 days, the account will be locked. If the user is locked out of BADGE, email DJJ-BADGE-Passwords@DJJ.Virginia.gov for further assistance.
   c. Users will be locked out of their personal account after 15 minutes of inactivity. Please re-enter the password to return to the BADGE Production database.

- Password resets through contacting DJJ-BADGE-Passwords@DJJ.Virginia.gov are handled from 8:30am – 2:30pm M-F.
- Training accounts will not lock after 90 days due to lack of log in attempts except for individual Central Office user accounts.
- Training accounts will not time out after 15 minutes of inactivity.

Change Your Password
From the *BADGE* home screen:
   a. In the **Production** database, (i) click the **My Account** menu, (ii) select the **Change Password** option from the drop-down menu, and the *Change Password* screen will appear. (iii) Type the **Old Password**, (iv) type the **New Password**, and (v) type the new password again in the **Confirm New Password** field. (vi) Click the **Ok** button and the *Change Password* window will appear to confirm that the password was successfully changed. (vii) Click the **OK** button and the *BADGE* home screen will appear.
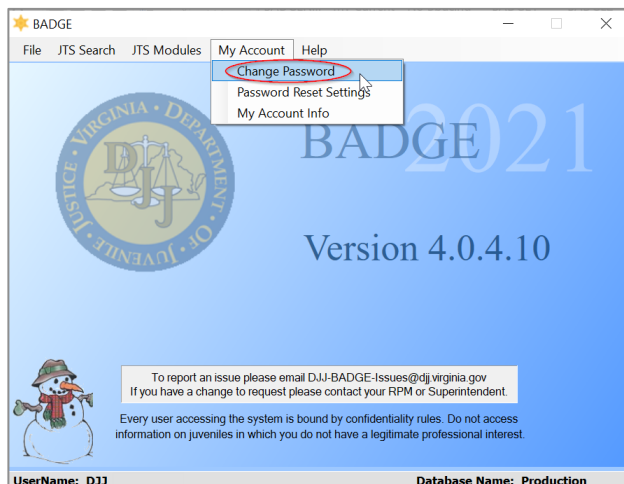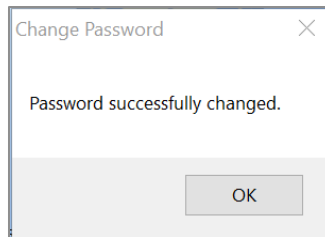
- The BADGE password must: (i) start with a letter, (ii) be at least nine characters long, and (iii) contain at least one special character (e.g., !, _, or @).
- Commas and periods cannot be used to fulfill the special character requirement.
- Previous passwords cannot be reused.

## Configure Password Reset Settings

From the *BADGE* home screen:

a. In the **Production** database, (i) click the **My Account** menu, (ii) select the **Password Reset Settings** option from the drop-down menu, and the *Password Reset Configuration* screen will appear.

   i. The **User Name** and the **Database Name** will auto-populate. (i) Type the user's password into the **Password** field, (ii) select the security question from the **Question** drop-down menu, (iii) type the answer to the selected security question in the **Answer** field, (iv) type the user's DJJ e-mail address in the **e-Mail** field, (vi) click the **Save** button, and the *BADGE* home screen will appear.
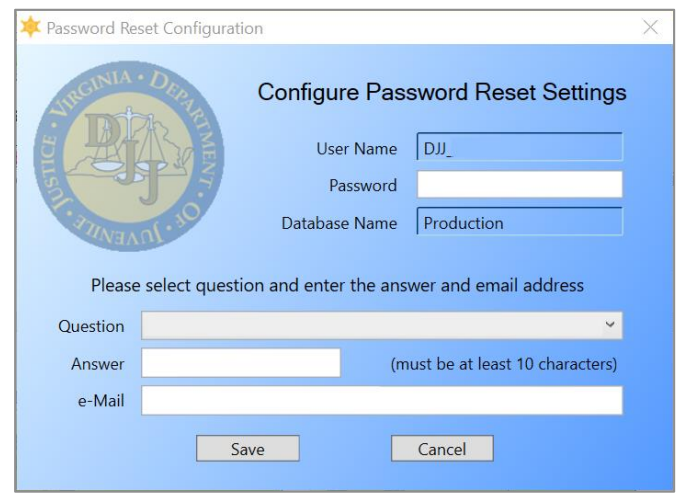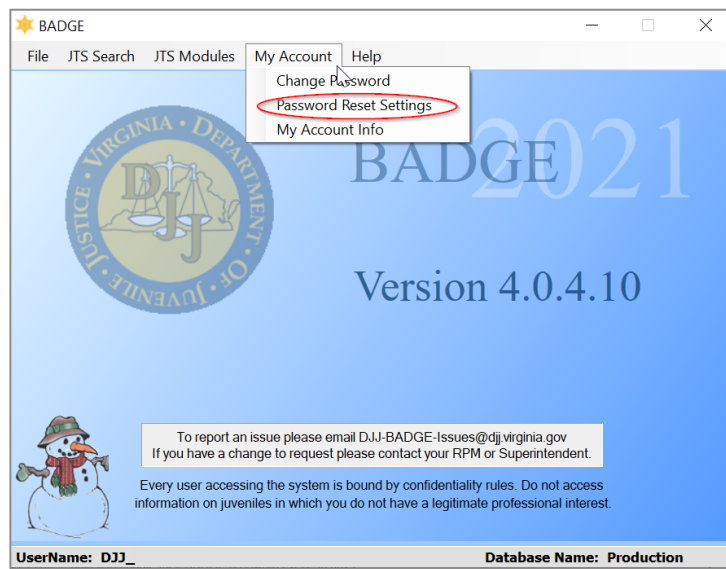
- Users are required to update their BADGE password every 90 days.
- If the user has configured password reset settings before, their email will also auto-populate.
- The user will have three attempts to enter the correct answer to the security question. If unsuccessful after three attempts, an error message will appear advising the user to send an e-mail to DJJ-BADGE-Passwords@DJJ.Virginia.gov for further assistance.

Check the BADGE Version

a. BADGE updates will automatically install when opening the BADGE application. In rare instances, the BADGE application may get out-of-sync and require reinstallation.

b. It is important for users to utilize the latest version of BADGE. If the user does not have the latest version, recent system changes (e.g., new codes or modified screens) will not be available. To determine if the BADGE version in use is up-to-date, check the version on the *BADGE* home screen against the number found on the webpage where BADGE is downloaded. If BADGE requires a reinstallation, uninstall the current BADGE application prior to downloading the latest version.
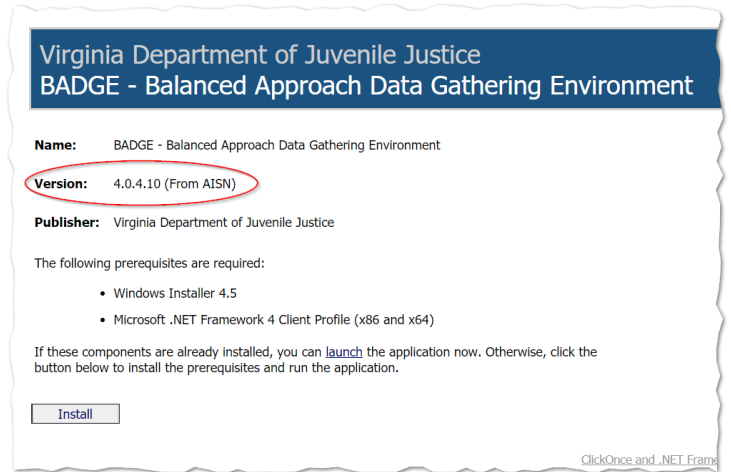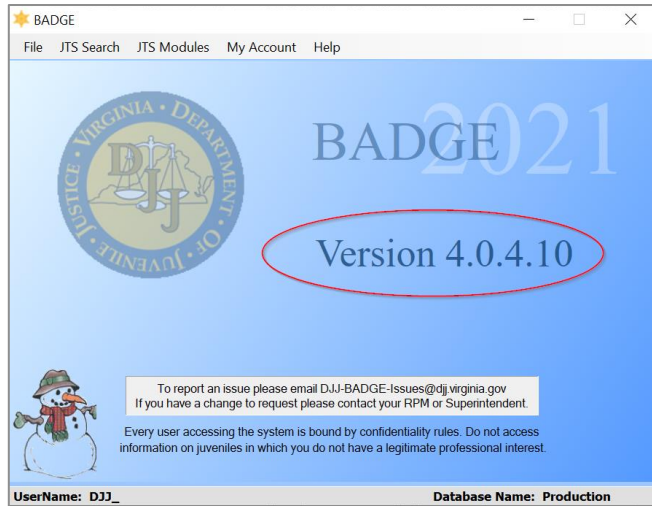
My Account Information

The *My Account Info* screen summarizes the user's contact information and existing BADGE module permissions. From the **BADGE** home screen:

    a. (i) Click the **My Account** menu, (ii) select the **My Account Info** option from the drop-down menu, and the *My Account Info* screen will appear.
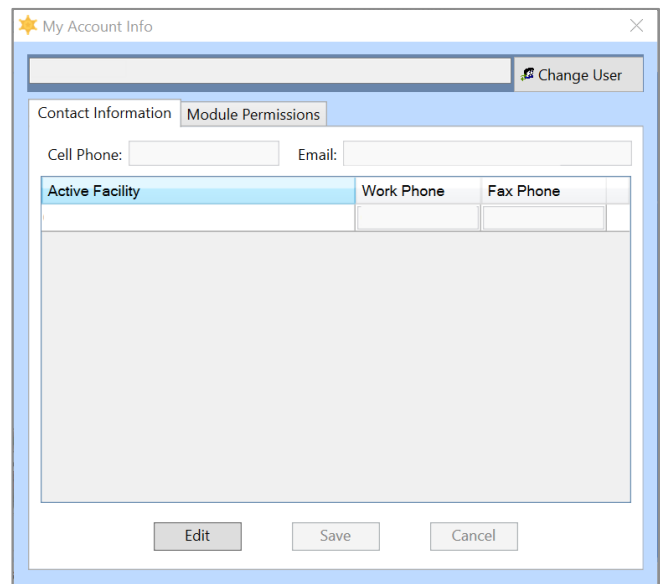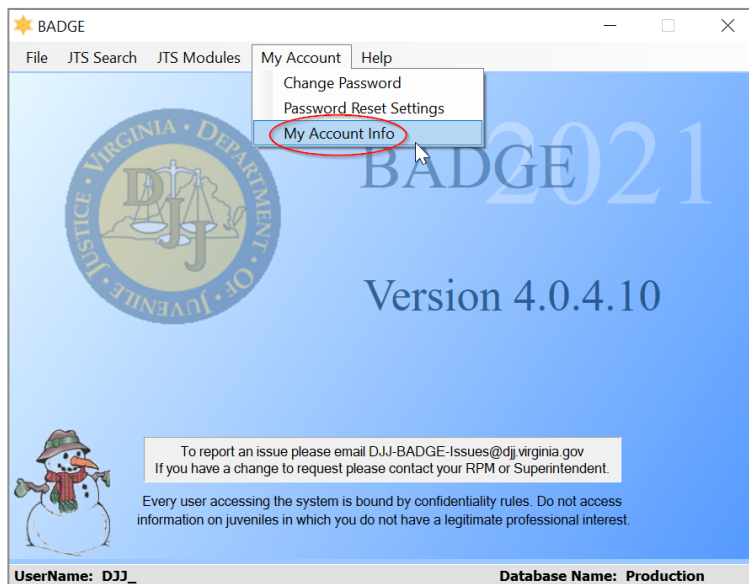
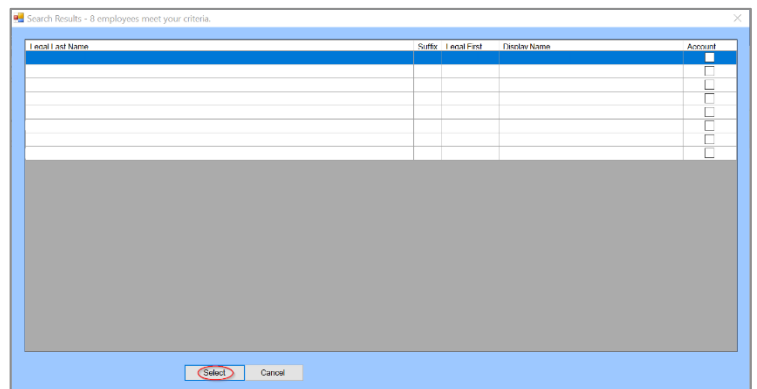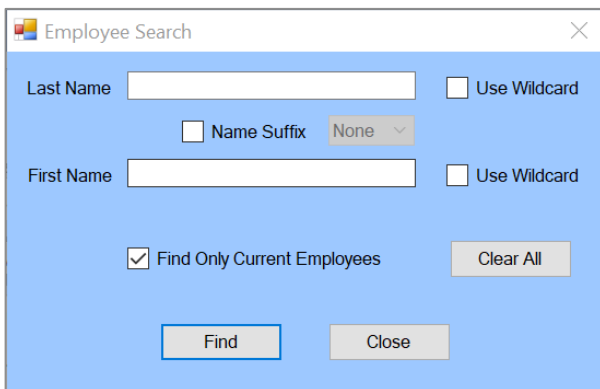1. **Contact Information Tab**
    a. The *Contact Information* tab lists the work **Cell Phone** number (if applicable), **Email** address, **Active Facility(ies)**, **Work Phone** number, and **Fax Phone** number (if applicable).
    b. The current user's information will auto-populate for the account info. To search for a different employee's account information, click the **Change User** button.
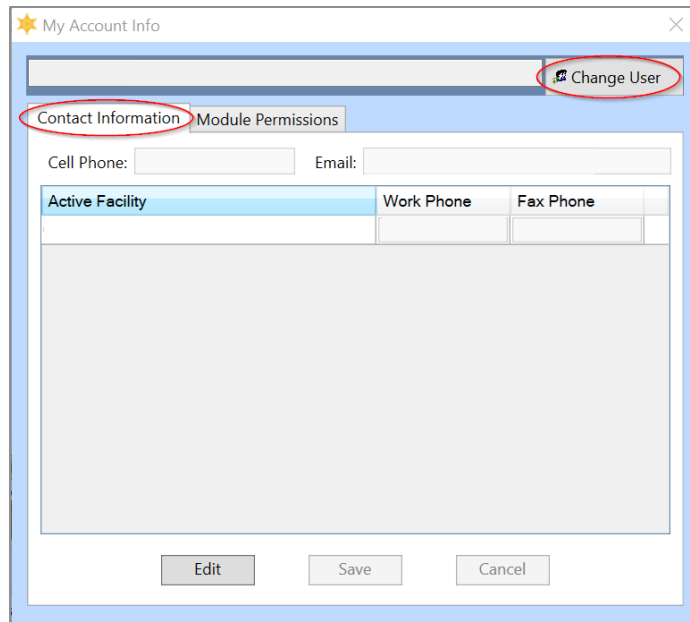
i.   **Change User Button**
   1.   (i) Click the **Change User** button and (ii) enter the appropriate search criteria in the _Employee Search_ screen.
      a.   Type the **Last Name**.
         i.   Click the **Use Wildcard** checkbox and the employee search will match any character or sequence of characters that is entered into the **Last Name** field.
      b.   Click the **Name Suffix** checkbox in order to select a name suffix from the corresponding drop-down menu.
      c.   Type the **First Name**.
         i.   Click the **Use Wildcard** checkbox and the employee search will match any character or sequence of characters that is entered into the **First Name** field.
      d.   The **Find Only Current Employees** checkbox will be selected automatically. To include former employees in the search results, uncheck this checkbox.
      e.   Click the **Find** button and the _Search Results_ screen will appear.
      f.   (i) Select an employee's name, and the row will be highlighted in _blue_, (ii) click the **Select** button, and the selected employee's name will auto-populate onto the _My Account Info_ screen.

c.   In order to edit the contact information, (i) click the **Edit** button, (ii) edit the information, and (iii) click the **Save** button. To abandon the changes, (iv) click the **Close** button.

- In order to yield broader search results, type ONLY two or three characters of the last and first name, and select **Use Wildcard**.
- Changing the contact information on this tab will ONLY update information displayed in BADGE.
- To select an employee's name on the *Search Results* screen, the user may also double click the entry instead of clicking the **Select** button.
- The **Name** of the user and **Active Facility** field are unable to be changed using the **Edit** button.
- If there is an error with the **Name**, please contact the Account Facilitator. If the **Name** was submitted incorrectly or changed due to marriage, an account request form will need to be submitted.
- The Active Facility field will change when a user moves to a new office and updates their account.

2. **Module Permissions Tab**
   The *Module Permissions* tab lists all of the selected user's existing BADGE permissions by facility.
   a. In order to view the permissions for each facility, (i) click the triangle symbol next to the corresponding facility and the type of permissions will appear below the facility.

- This function cannot be used to request modifications to your account or permissions. In order to request modifications to your account or permissions, complete and submit the DJJ Access Request Form to Account.Facilitator@djj.virginia.gov. In order to have an access request form approved, it must go through the user's supervisor.

Report an Issue
In order to report an issue or request a change in BADGE:

a. To report an issue, email DJJ-BADGE-Issues@djj.virginia.gov.
b. To request a change, the user should contact their RPM or Superintendent.

📝 When reporting a bug or an issue, be as specific as possible and include appropriate screen shots, juvenile numbers, and other information as necessary. If a juvenile number is included in an email, be sure to encrypt the email.
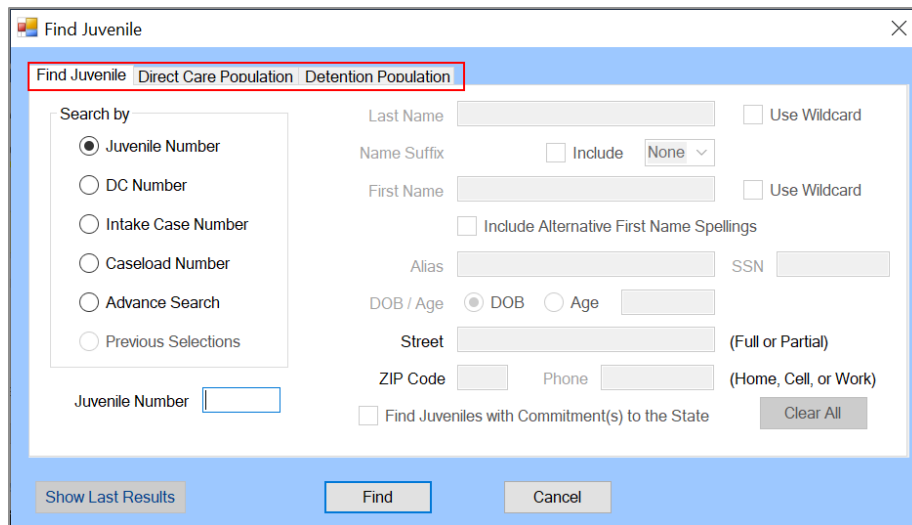
Search for a Juvenile
The steps below provide detailed instructions on how to use the various search methods in BADGE to search for a specific juvenile record. From the **BADGE** home screen:

a. (i) Click the **JTS Search** menu, (ii) select the **For Juvenile** option from the drop-down menu and the _Find Juvenile_ screen will appear.
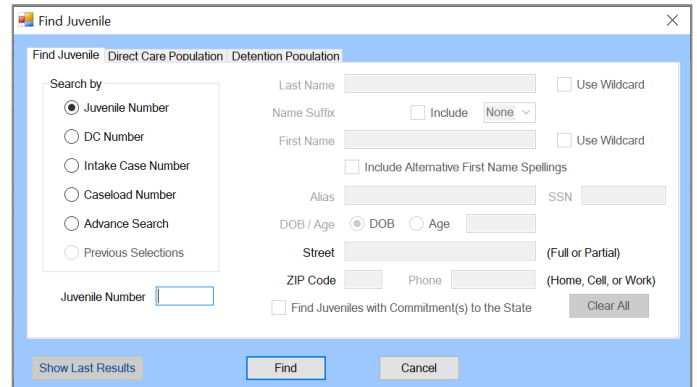
1. Find Juvenile Screen
The _Find Juvenile_ screen consists of the following tabs:

Find Juvenile Screen Tabs	Tab Summary
Find Juvenile Tab	This tab allows a user to search for a juvenile record by **Juvenile Number**, **DC Number**, **Intake Case Number**, **Caseload Number** or by **Advance Search**. The **Advance Search** option allows a user to search for a juvenile record by last and first name, alias, date of birth/age, address and phone number. On this tab, the user can view the previous juvenile record search results via the **Show Last Results** button and previously opened juvenile records via the **Previous Selections** button.

Find Juvenile Screen Tabs	Tab Summary
Direct Care Population Tab	This tab allows a user to search for a juvenile record by **Commitment Type**, **Offender Type**, **Correctional Facility**, (locality) **Committed By**, **Treatment Needs Assigned**, **Genetic Sex**, and **Custody Classification**. On this tab, the user can view the previous juvenile record search results via the **Show Last Results** button.
Detention Population Tab	This tab allows a user to search for a juvenile record by **Juvenile Detention Center (JDC)**, (locality) **Detained By**, **Genetic Sex**, **Days Served**, **Age**, **Detention Status**, and **Admission Type**. On this tab, the user can view the previous juvenile record search results via the **Show Last Results** button.

a. **Find Juvenile Tab**

The *Find Juvenile* tab consists of six search methods.

   i. **Juvenile Number Radio Button**

1. (i) Click the **Juvenile Number** radio button, (ii) type the **Juvenile Number** at the bottom of the screen, (iii) click the **Find** button, and the *Juvenile Information* screen will appear, (iv) review the *Juvenile Information* screen to ensure the correct juvenile is found, and (v) navigate to the applicable BADGE screen.

   ii. **DC Number Radio Button**

1. (i) Click the **DC Number** radio button, (ii) type the **DC Number** at the bottom of the screen, (iii) click the **Find** button, and the *Juvenile Information* screen will appear. (iv) Review the *Juvenile Information* screen to ensure the correct juvenile is found, and (v) navigate to the applicable BADGE screen.

   iii. **Intake Case Number Radio Button**

1. (i) Click the **Intake Case Number** radio button, (ii) type the **Intake Case Number** at the bottom of the screen, (iii) click the **Find** button, and the *Juvenile Information* screen will appear. (iv) Review the *Juvenile Information* screen to ensure the correct juvenile is found, and (v) navigate to the applicable BADGE screen.

iv. **Caseload Number Radio Button**
   1. (i) Click the **Caseload Number** radio button, (ii) type the **Caseload Number** at the bottom of the screen, (iii) click the **Find** button, and the *Juvenile Information* screen will appear. (iv) Review the *Juvenile Information* screen to ensure the correct juvenile is found, and (v) navigate to the applicable BADGE screen.

v. **Advance Search Radio Button**
   1. Click the **Advance Search** radio button and the fields on the right-hand side of the screen will be accessible.
      a. Type the **Last Name**.
         i. Click the **Use Wildcard** checkbox and the advance search will match any character or sequence of characters that you put in the Last Name field.
      b. Click the **Include** checkbox in order to select a name suffix from the drop-down menu.
      c. Type the **First Name**.
         i. Click the **Use Wildcard** checkbox and the advance search will match any character or sequence of characters that you put in the **First Name** field.
         ii. If the user is unsure of the exact spelling of the **First Name**, click the **Include Alternative First Name Spellings** checkbox.
      d. Search using the juvenile's alias by typing it into the **Alias** field.
      e. Search using the juvenile's Social Security Number by typing it into the **SSN** field.
      f. To search for a juvenile by using a date of birth or age ONLY, (i) select **DOB** and type the date of birth into the field, or (ii) select **Age** and enter an age range.
      g. Search using the juvenile's full or partial address by typing it into the **Street Address** field.
      h. Search using the juvenile's zip code by typing it into the **ZIP Code** field.
      i. Search using the juvenile's home, cell, or work phone number by typing it into the **Phone** field.

j.   In order to search for a juvenile who is or was placed into the custody of DJJ, click **the Find Juveniles with Commitment(s) to the State** checkbox.

k.   Click the **Find** button and any records matching the criteria entered will appear in the *Search Results* screen.

i.   If the user is unsure which record is the correct one, (i) select a name, and the row will be highlighted in *blue*. (ii) Click the **View Info** button, and the *Juvenile Information* screen will appear. (iii) Review the *Juvenile Information* screen to ensure the correct juvenile is selected. If the record is NOT the juvenile being searched for, exit out of the *Juvenile Information* screen, and repeat the steps above.

ii.   If the results list the juvenile being searched for, (i) select a name, and the row will be highlighted in *blue*. (ii) Click the **Select** button, and the *Juvenile Information* screen will

appear. (iii) Review the *Juvenile Information* screen to ensure the correct record has been selected, and (iv) navigate to the applicable BADGE screen.
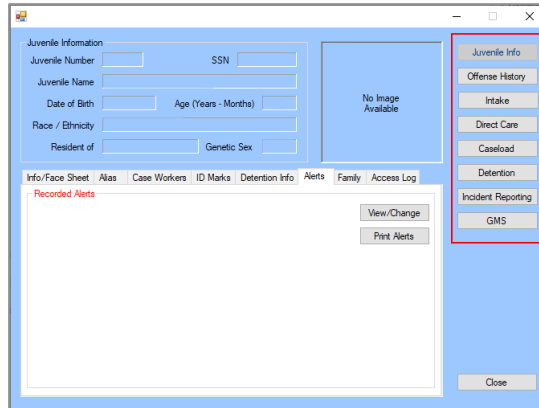

- When clicking the **View Info** button, the **Juvenile Info**, **Offense History**, **Intake**, **Direct Care**, **Caseload**, **Detention**, **Incident Reporting**, and **GMS** buttons will not appear on the *Juvenile Information* screen. When clicking the **Select** button, the buttons will appear.
- Depending on access level, some users may not be able to view all of the **Juvenile Info**, **Offense History**, **Intake**, **Direct Care**, **Caseload**, **Detention**, **Incident Reporting**, and **GMS** buttons
- Conduct an **Advance Search** for each criterion separately. Entering multiple criteria may be too specific to yield any results.
- In order to yield broader search results, type ONLY two or three characters of the last and first name, and select **Use Wildcard**.
- Only the **Include Alternative First Name Spellings** checkbox or the **Use Wildcard** checkbox will be available in the First Name field.
- In order to clear all of the information in the search fields, click the **Clear All** button.
- The fields that are greyed out are NOT accessible.

- Refer to the Juvenile & Adult Information Screens User Manual for information on how to navigate the *Juvenile Information* screen.

vi. **Previous Selections Radio Button**
1. If the user has opened a juvenile record since logging into BADGE, the **Previous Selections** radio button will be accessible. (i) Click the **Previous Selections** radio button, and the **Previously Selected Juveniles (up to 10)** section will appear on the right side of the *Find Juvenile* screen, (ii) select a juvenile's name, and the row will be highlighted in *blue*. (iii) Click the **Select** button, and the *Juvenile Information* screen will appear.
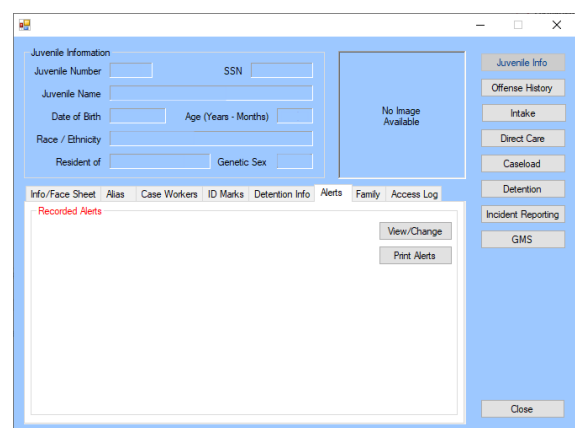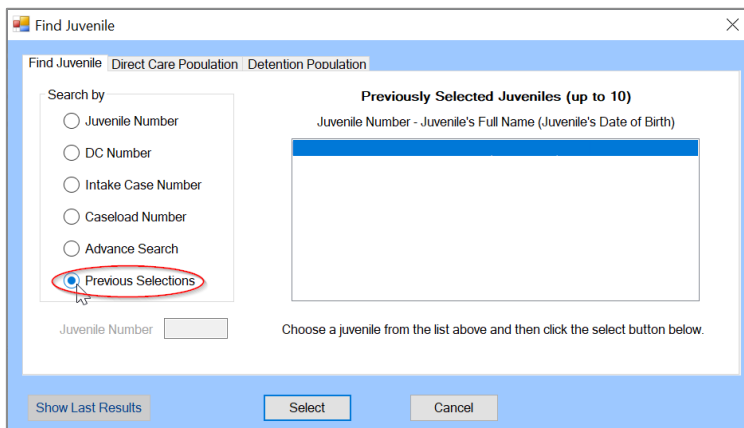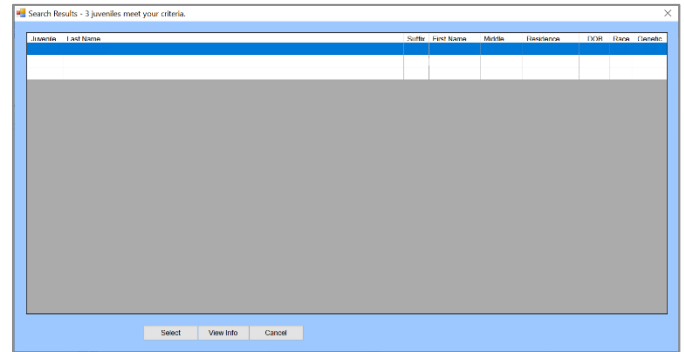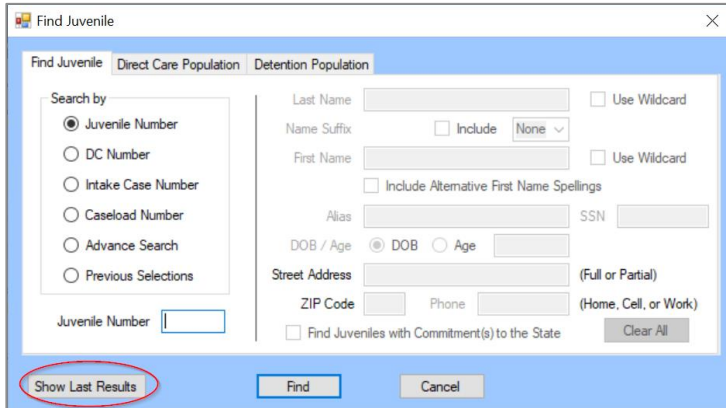

- The **Previous Selections** radio button will not be accessible if the user has not opened a juvenile record since logging into their personal BADGE account.

- Refer to the Juvenile & Adult Information Screens User Manual for information on how to navigate the *Juvenile Information* screen.

       vii. **Show Last Results Button**
   1. If the user has conducted an Advance Search since logging into BADGE, the **Show Last Results** button will be accessible. (i) Click the **Show Last Results** button, and the most recent *Search Results* screen will appear, (ii) select a juvenile's name, and the row will be highlighted in *blue*, (iii) click the **Select** or **View Info** button, and the *Juvenile Information* screen will appear.

🟨 The **Show Last Results** button will not be accessible if the user has not conducted a search for a juvenile record since logging into their personal BADGE account.

🟨 When clicking the **View Info** button, the **Juvenile Info**, **Offense History**, **Intake**, **Direct Care**, **Caseload**, **Detention**, **Incident Reporting**, and **GMS** buttons will not appear on the *Juvenile Information* screen. When clicking the **Select** button, the buttons will appear.

🟨 Depending on access level, some users may not be able to view all of the **Juvenile Info**, **Offense History**, **Intake**, **Direct Care**, **Caseload**, **Detention**, **Incident Reporting**, and **GMS** buttons

🖥️ Refer to the Juvenile & Adult Information Screens User Manual for instructions on how to navigate the *Juvenile Information* screen.

    b. **Direct Care Population Tab**
       The *Direct Care Population* tab consists of seven search criteria.
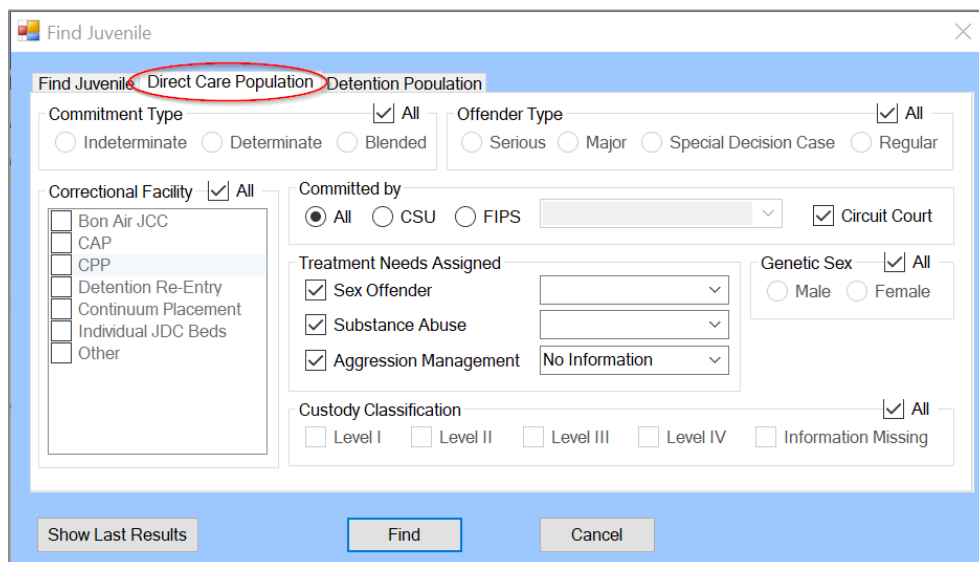
       i. **Commitment Type**
          1. **All** will be selected automatically. (i) Deselect the **All** checkbox by clicking it in order to select a specific commitment type to search by. (ii) Select the **Commitment Type** by clicking on one of

the **Indeterminate**, **Determinate**, or **Blended** radio buttons. (iii) Click the **Find** button, and the *Search Results* screen will appear.

ii. **Offender Type**
   1. **All** will be selected automatically. (i) Deselect **All** in order to search by a specific offender type. (ii) Select the **Offender Type** by clicking on one of the **Serious**, **Major**, **Special Decision Case**, or **Regular** radio buttons. (iii) Click the **Find** button, and the *Search Results* screen will appear.

iii. **Correctional Facility**
   1. **All** will be selected automatically. (i) Deselect **All** in order to search by correctional facility. (ii) Select one or more **Correctional Facility** by clicking the **Bon Air JCC**, **CAP**, **CPP**, **Detention Re-entry, Continuum Placement, Individual JDC Beds**, or **Other** checkbox(es). (iii) Click the **Find** button, and the *Search Results* screen will appear.

iv. **Committed by**
   1. **All** will be selected automatically. (i) Select **CSU** or **FIPS** to search by the committing locality and (ii) select the name of the CSU or FIPS from the drop-down menu. The user can also narrow the search by selecting the **Circuit Court** checkbox to return only those juveniles committed by a circuit court. (iii) Click the **Find** button, and the *Search Results* screen will appear.

v. **Treatment Needs Assigned**
   1. (i) Select **Sex Offender**, **Substance Abuse**, and/or **Aggression Management** for the **Treatment Needs Assigned** field. (ii) Select the appropriate option(s) from the drop-down menu(s).(iii) Click the **Find** button, and the *Search Results* screen will appear.

vi. **Genetic Sex**
   1. **All** will be selected automatically. (i) Deselect **All** in order to search by a specific **Genetic Sex**.(ii) Select **Male** or **Female**, (iii) click the **Find** button, and the *Search Results* screen will appear.


vii. **Custody Classification**
   1. **All** will be selected automatically. (i) Deselect **All** in order to search by a specific **Custody Classification**. (ii) Select one or more **Custody Classification** by clicking the **Level I**, **Level II**, **Level III**, **Level IV**, and/or **Information Missing** checkbox(es), and (iii) click the **Find** button, and the *Search Results* screen will appear.

viii. **Show Last Results Button**
   1. If you have conducted a juvenile search since logging into BADGE, the **Show Last Results** button will be accessible. (i) Click the **Show Last Results** button, and the most recent *Search Results* screen will appear. (ii) Select a juvenile's name, and the row will be highlighted in *blue*. (iii) Click the **Select** or **View Info** button, and the *Juvenile Information* screen will appear.
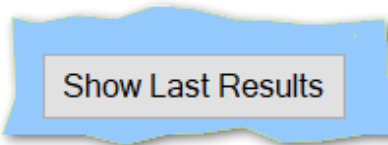
🟨 The search criteria found on the *Direct Care Population* tab can be used independently or in conjunction with each other.
🟨 The **Show Last Results** button will not be accessible if the user has not conducted a search on a juvenile record since logging into their personal BADGE account.

📖 Refer to the Juvenile & Adult Information Screens User Manual on how to navigate the *Juvenile Information* screen.

c. **Detention Population Tab**
The *Detention Population* tab consists of seven search criteria.

i. **Juvenile Detention Center (JDC)**
   1. **All** will be selected automatically. (i) Deselect the **All** checkbox by clicking it in order to select a specific **JDC** and (ii) select one or more **JDC**. (iii) Click the **Find** button, and the _Search Results_ screen will appear.
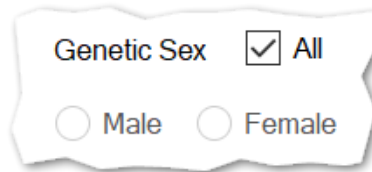

ii. **Detained by**
   1. **All** will be selected automatically. (i) Select **CSU** or **FIPS** radio buttons to search by the detaining locality. (ii) Select the appropriate option from the drop-down menu. (iii) Click the **Find** button, and the _Search Results_ screen will appear.

iii. **Genetic Sex**
   1. **All** will be selected automatically. (i) Deselect **All** in order to select a specific **Genetic Sex** and (ii) select **Male** or **Female** radio buttons, (iii) click the **Find** button, and the _Search Results_ screen will appear.

   iv. **Days Served**
      1. Type the **Days Served** range in the (i) **from** and (ii) **to** fields, (iii) click the **Find** button, and the *Search Results* screen will appear.
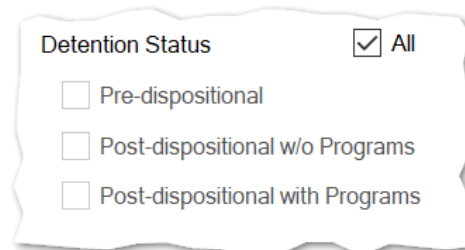

   v. **Age**
      1. Type the **Age** range in the (i) **from** and (ii) **to** fields, (iii) click the **Find** button, and the *Search Results* screen will appear.
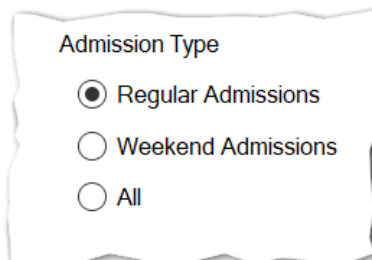

   vi. **Detention Status**
      1. **All** will be selected automatically. (i) Deselect **All** in order to select a specific **Detention Status**. (ii) Select one or two statuses by clicking the corresponding checkbox(es). (iii) Click the **Find** button, and the *Search Results* screen will appear.


   vii. **Admission Type**
      1. **Regular Admission** will be selected automatically. (i) Select the **Admission Type** by clicking the **Regular Admissions**, **Weekend Admissions**, or **All** radio button. (ii) Click the **Find** button, and the *Search Results* screen will appear.

viii. **Show Last Results Button**
1. If the user conducted a juvenile search since logging into BADGE, the **Show Last Results** button will be accessible. (i) Click the **Show Last Results** button, and the most recent *Search Results* screen will appear. (ii) Select a juvenile's name, and the row will be highlighted in *blue*. (iii) Click the **Select** or **View Info** button, and the *Juvenile Information* screen will appear.
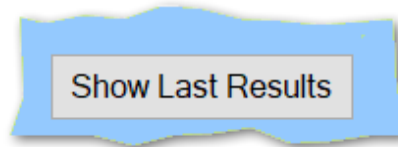

- The search criteria found on the *Detention Population* tab can be used independently or in conjunction with each other.
- The **Show Last Results** button will not be accessible if the user has not conducted a search since logging into their personal BADGE account.
- When selecting the **All** and **Weekend Admissions Admission Types**, the **Days Served** field will become unavailable.

- Refer to the Juvenile & Adult Information Screens User Manual on how to navigate the *Juvenile Information* screen.

Search for an Adult

The steps below provide detailed instructions on how to use the various search methods in BADGE to look up an adult. From the **BADGE** home screen:

a. (i) Click the **JTS Search** menu, (ii) select the **For Adult** option from the drop-down menu, and the *Adult Search* screen will appear.
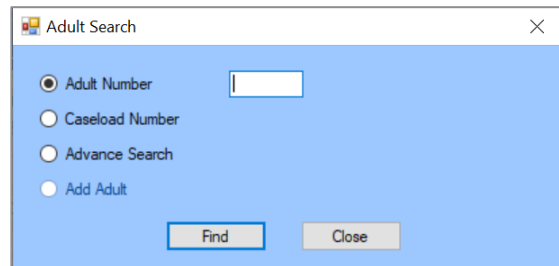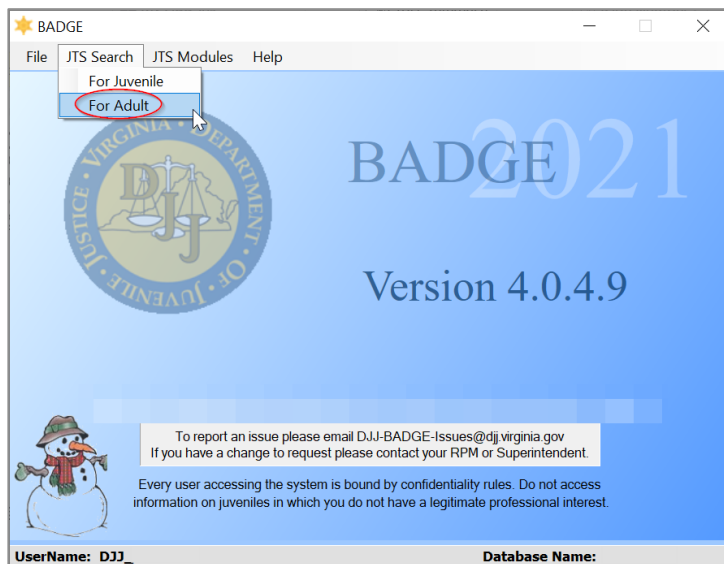
1. Adult Search Screen

The *Adult Search* screen consists of three adult search options.

Adult Search Screen Search Options	Search Option Summary
Adult Number Radio Button	This radio button allows a user to search for an adult record by **Adult Number**. When the correct adult is found, this option allows the user to edit the adult's information or print the face sheet report for the adult.
Caseload Number Radio Button	This radio button allows a user to search for an adult record by **Caseload Number**. When the correct adult is found, this option allows the user to edit the adult's information or print the face sheet report for the adult.

| Adult Search Screen Search Options	Search Option Summary
Advance Search Radio Button	This radio button allows a user to search for an adult record by last and first name, suffix, date of birth, genetic sex, social security number, address, whether or not the adult is a law enforcement officer, and phone number. The user has the capability to search for an adult with an open workload. The user cannot add an adult via this option even though the **Add Adult** radio button appears. When the correct adult is found, this option allows the user to edit the adult's information or print the face sheet report for the adult.

a. **Adult Number Radio Button**
   i. The **Adult Number** radio button will be selected automatically. (i) Type the **Adult Number**, (ii) click the **Find** button, and the *Adult Information* screen will appear. (iii) Review the *Adult Information* screen to ensure the correct adult is found, and (iv) navigate to the applicable BADGE screen by clicking the **Edit Adult Info** or **Print Face Sheet** buttons.
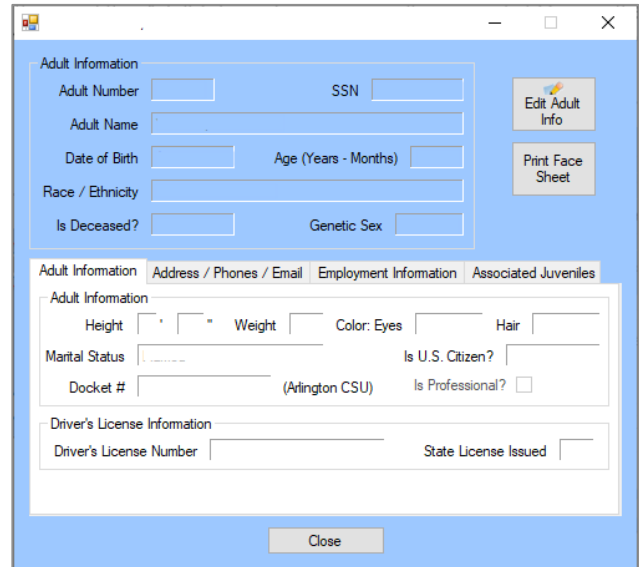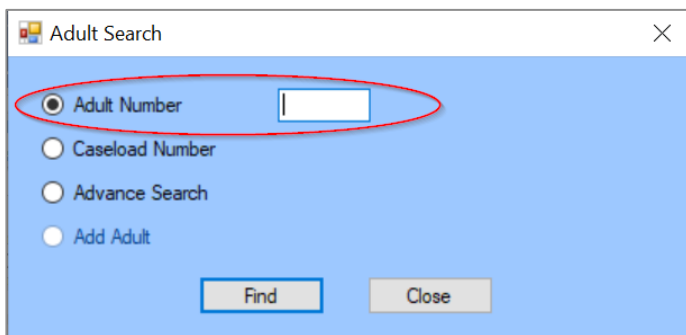
b. **Caseload Number Radio Button**
   i. (i) Click the **Caseload Number** radio button, (ii) type the **Caseload Number**, (iii) click the **Find** button, and the *Adult Information* screen will appear. (iv) Review the *Adult Information* screen to ensure the correct adult is found, and (v) navigate to the applicable BADGE screen by clicking the **Edit Adult Info** or **Print Face Sheet** buttons.
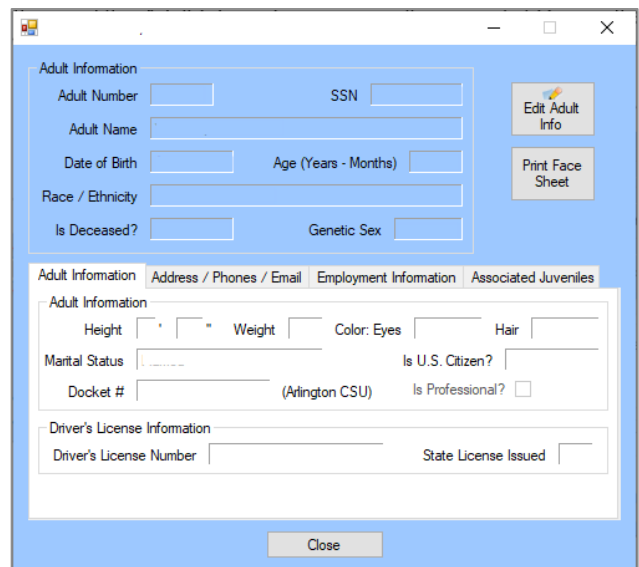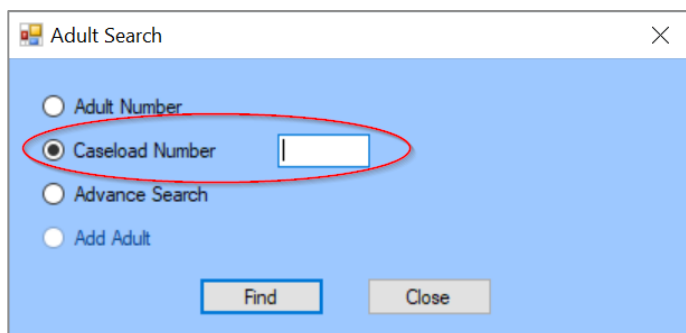
c. **Advance Search Radio Button**
   i. Click the **Advance Search** radio button and the fields at the bottom of the screen will appear.

1. Type the **Last Name**.
   a. Click the **Use Wildcard** checkbox and the advance search will match any character or sequence of characters that you put in the **Last Name** field.
2. Click the **Name Suffix** checkbox in order to select a name suffix from the drop-down menu.
3. Type the **First Name**.
   a. Click the **Use Wildcard** checkbox and the advance search will match any character or sequence of characters that in the **First Name** field.
   b. If the user is unsure of the exact spelling of the **First Name**, click the **Include Alternative First Name Spellings** checkbox.
4. Search using the adult's date of birth by typing it into the **Date of Birth** field. If the date of birth is unknown, click **the Include records that have no values for suffix and DOB** checkbox.
5. Click the **Include records that have no values for suffix and DOB** checkbox and the search results will generate a list of names which meet the search criteria, even if the adult entry does not list the date of birth or suffix.
6. Select the **Genetic Sex** by clicking the **All, Male**, or **Female** radio buttons.
7. Search using the adult's Social Security Number by typing it into the **SSN** field.
8. Search using the adult's full or partial address by typing it into the **Street Address** field.
9. Search using the adult's city by typing it into the **City** field.
10. Search using the adult's zip code by typing it into the **ZIP Code** field.
11. If searching for a law enforcement officer, (i) click the checkbox next to the **Is Law Enforcement Officer (LEO)?** option, and the **LEO Badge #** textbox will become accessible. (ii) Type in the LEO Badge #.
12. Search using the adult's home, work, or cell phone number by typing it into the **Phone** textbox.
13. If a petition has been filed for an adult in their professional capacity (e.g., DSS, school officials, LEOs), click the **Is Professional?** checkbox.
14. In order to include adults with open workloads in the search results, click the **Find Adults with Open Workload** checkbox.
15. Click the **Find** button and any records matching the criteria entered will appear in the _Search Results_ screen.
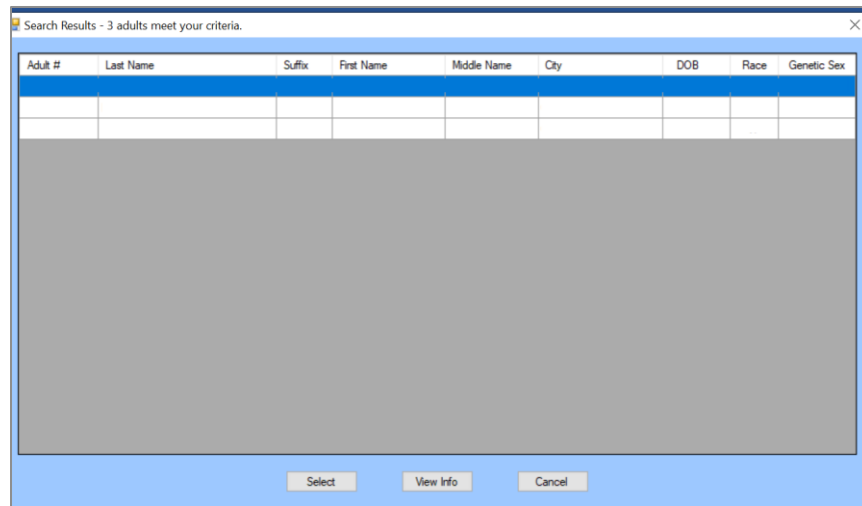
a. If unsure which record is the correct one, (i) select a name, and the row will be highlighted in *blue*. (ii) Click the **View Info** button, and the *Adult Information* screen will appear. (iii) Review the *Adult Information* screen to ensure the correct adult is selected. If the record is NOT the adult that you are searching for, exit out of the *Adult Information* screen, and repeat steps above. If the record is correct, (iv) navigate to the applicable BADGE screen using the **Edit Adult Info** or **Print Face Sheet** buttons.

b. If the results list the adult being searched for, (i) select a name, and the row will be highlighted in *blue*. (ii) Click the **Select** button, and the *Adult Information* screen will appear. (iii) Review the *Adult Information* screen to ensure the correct adult is found, and (iv) navigate to the applicable BADGE screen using the **Edit Adult Info** or **Print Face Sheet** buttons.

- The user can conduct an **Advance Search** for each criterion separately. Entering multiple criteria may be too specific to yield any results.
- The user can search for the adult by including the **Date of Birth** ONLY.
- In order to yield broader search results, type ONLY two or three characters of the last and first name, and select **Use Wildcard**.
- If the intake officer did not indicate that the adult is an LEO, the adult will not appear using this option. It is best to search for the adult by name and the **City**, if known.
- In order to clear all of the information in the search fields, click the **Clear All** button.
- When clicking the **Advance Search** radio button, the **Add Adult** radio button will appear. The button will be greyed out because an adult cannot be added through the *Adult Search* screen.

- If the search does not yield any results, the _Adult Search_ screen will appear to alert that there are no matches and prompt the user to change the criteria.
- The fields that are greyed out are NOT accessible.

- Refer to the Juvenile & Adult Information Screens User Manual on how to navigate the _Adult Information_ screen.
- For instructions on how to add an adult, please refer to the CSU Intake Module User Manual.

Appendix
A. Document Revisions

Revision Date	Revised Item	Revision Details
June 29, 2017	Family Tab – Contacts Screen	The field names for Juvenile Contacts were changed from Father, Mother, Guardian, Other 1, and Other 2 to Parent 1, Parent 2, Guardian, Other 1 and Other 2 to coincide with a change to the Supreme Court of Virginia's DC-511 petition. A drop-down menu for "Relationship" has been added.
September 21, 2017	My Account Screen	Users can now search for and view the facility, module, and access level permissions for any user. Supervisors will now be able to review permissions for each staff.
October 10, 2017	Advance Search – Adult Search Screen	This screen has been updated, changing Sex to Genetic Sex, adding Street Address (Full or Partial), and adding Zip Code to the search.
October 10, 2017	Find Juvenile Screen - Advance Search	The screen has been updated and added a Street Address (Full or Partial) and Zip Code to the search.
October 18, 2017	Change User Button	The manual has been updated to add the instruction for the Change User button.
January 5, 2018	Hyperlinks & Table of Contents	Update Hyperlinks and Table of Contents
March 21, 2018	Report an Issue Button	The Report an Issue Button was removed after DJJ switched from Outlook to Gmail.
September 7, 2018	Log In Attempts and Lockouts	Language was clarified to stat that if a user does not make any login attempts in 90 days instead of 30, the account will be locked.
January 15, 2019	Show/Hide Password Hyperlink	The Show/Hide Password Hyperlink was added to the Login screen.
January 15, 2019	BADGE Home Screen	The BADGE Home Screen has added the Non – JTS Modules Menu.
January 30, 2019	Find Juvenile Screen - Advance Search	The Find Juvenile screen has been updated and added the ability to search for a juvenile by an Alias previously recorded in BADGE. In addition, clarification was added to two other search criteria indicating that (i) the search for alternative spellings only applies to the first name field and (ii) the search for a phone applies to a home, work, or cell phone.
August 6, 2019	Find Juvenile Screen – Direct Care Population Tab	The Direct Care Population tab on the Find Juvenile screen has been updated to include "Individual JDC Beds" as a Correctional Facility.
May 20, 2021	Manual Update	Formatting changes were made to the manual. Changes include updating list levels, headings, Table of Contents, adding Appendix section, and updating body text font. Updated all screenshots in manual and reorganized the Show Password, Change Your Password, and Check the BADGE version sections. Adjusted paragraph spacing and added borders to screenshots. Added a table with links and descriptions for each Find Juvenile screen tab to the Find Juvenile Screen section. Added a table with links and descriptions for each Adult Search screen radio button to the Adult Search Screen section.
January 21, 2022	Adult Search and Adult Information Screens	Adult Search and Adult Information screens were updated to include the "Is Professional?" checkbox.
January 21, 2022	Hyperlinks	Hyperlinks referencing documents on DJJ's website were updated.