

NCJIS Modernization News

Special Q&A Edition



Nevada
Civil and
Criminal
Information
System

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NCJIS Modernization Enhances Efficiency Through Automation and Streamlined Processes for Nevada Businesses

The NCJIS Modernization Program successfully launched Phase One in January, streamlining online services for FFL Dealers and Civil Name Check (CNC) businesses. This update improves efficiency for authorized users and DPS RCCD staff through increased automation.

The new cloud-based NCCIS portal offers authorized civil and criminal justice users secure, browser-based access to DPS systems from any web browser.

Questions Answered:

Insights from the Federal Firearms License Dealers Satisfaction Survey

This special edition of the newsletter focuses on questions submitted through the recent Federal Firearms License (FFL) user satisfaction survey. As part of the NCJIS Modernization effort, several key improvements and new online capabilities have already been implemented, supporting greater efficiency and access for civil businesses across Nevada.

We invited feedback to better understand what is working well, where enhancements are needed, and what questions remain. This issue includes responses from the program team addressing common questions and concerns shared by users. Thank you to everyone who participated and continues to support this important modernization initiative.

"Every question, comment, and concern helps us build a stronger, more responsive system for everyone who relies on it. Thank you for all of your hard work and support, team!"

-- Shanon Helget

Survey Overview

In April 2025, the NCJIS Modernization Program distributed a targeted satisfaction survey to FFL users across Nevada. The goal was to better understand how the new portal and background check processes are performing in real-world use.

The survey invited participants to share suggestions, report challenges, and ask questions directly. The feedback was thoughtful, candid, and incredibly valuable. It confirmed what is working well and highlighted areas needing attention.


"Great implementation and a very enjoyable experience. Thank you for all your hard work. It's really made a difference."

-- Reno Guns and Range

Getting Started:

“How do I use the new system? Is there a number to call?”

For questions or assistance with accessing or using the new system, contact the **Service Desk**:

 **Phone:** 775-684-6262, Option 8

 **Email:** NCJIShelp@dps.state.nv.us

The Service Desk can help with:

- Logging in and account setup for FFL agencies
- System navigation and troubleshooting
- User training and guidance

For questions related to background checks—including results, status updates, unresolved or denied transactions, and appeals—please contact the **Brady Unit**:

 **Email:** firearmshelp@dps.state.nv.us

The Brady Unit is the best resource for any background check-specific concerns.

By the Numbers

89% of respondents agreed or strongly agreed that the new FlexCheck system provided efficiencies for their business.

- 46% praised the speed and quick results.
- 17% appreciated having no hold time on phones and no faxing.
- 14% highlighted the ease of use.
- 65% did not have to call in background checks.

By the Stats

Following the launch of new automated capabilities for FFLs in January 2025, reports from February to July 2025 indicate favorable outcomes for Nevada.

- 87% of all FFL transactions were initiated via the Agency NCCIS Portal
- 25% of all transactions were “Automatically Approved” – completed without any human review
- Those “Automatically Approved” transactions were completed in an average of 13.8 seconds (.23 minutes)

Questions and Answers

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| Question | Can background submissions and approvals be conducted 24/7? |
| Answer | Background submissions are available during standard business hours, Monday through Friday from 8:00 AM to 5:00 PM PST. |
| Question | Is there a way to eliminate system downtime? |
| Answer | Downtime has improved since the go-live date and will continue to decrease as process improvements continue. |
| Question | Will there be a chat feature or the ability to speak with a live person? |
| Answer | While there is no chat feature planned at this time, users can speak with a live representative by phone during business hours, Monday through Friday, 8:00 AM to 5:00 PM PST. |
| Question | Can you fix the issue with names that include apostrophes? |
| Answer | We are aware of this issue, and it is on our list of future enhancements. |
| Question | Where do I add suffixes, such as Jr., III, etc.? |
| Answer | Suffix and prefix fields will be added in a future enhancement. |
| Question | What does ‘Pending Review’ mean? |
| Answer | “Pending Review” means a Brady Unit employee must manually review the background check. Results are typically posted the same day. |
| Question | When will the services that still require call-ins be added? |
| Answer | Military IDs, suspended or non-valid ID cards, government IDs such as passports, and subjects with a fingerprint password requirement will be supported in future enhancements. Some situations will continue to |

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| | require a call-in to the Brady unit, even as online services expand. The system is designed to validate the identification provided during an online background check. If the ID cannot be validated through available databases, the transaction must be completed by phone. |
| Question | Is auto-fill necessary? It sometimes fills fields with the previous purchaser's name. |
| Answer | Auto-fill is a browser feature (e.g., Chrome or Edge), not part of FlexCheck. You can disable it in your browser settings. |
| Question | The appeals paperwork link does not appear when the status is Unresolved or Denied—where can I find it? |
| Answer | A purchaser may appeal a Denied or Unresolved status by filling out an Appeals form and submitting it to DPS by mail or fax. A pre-filled form is generated when the dealer clicks the "Waiting for Acceptance" link associated with the transaction. A link to the PDF form also appears on the receipt. |
| Question | How do we handle customers purchasing and redeeming a firearm in the same transaction? |
| Answer | Choose either "purchase" or "redemption"—the background check process is the same. Ensure Form 4473 and associated paperwork reflect both transactions. The Brady Unit also processes these as purchases when called in. |

The NCJIS Modernization will continue process improvement activities will beyond the life of the program to ensure continued excellence in service for our business customers.

Find on the [NCJIS Modernization webpage](#):

Contact Information Presentations Newsletters Documents Surveys

Need help or more information?

Contact us at: NCJISMod@dps.state.nv.us

With great appreciation, The NCJIS Modernization Team

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