



INSITE

INTERSTATE NATIONAL SYSTEM
FOR INFORMATION, TRACKING,
AND ENFORCEMENT

TRAINING FACILITATOR GUIDE

Supporting Successful Implementation Through
Effective Training



WELCOME TO INSITE!



INSITE represents the next evolution of how states manage Compact work, not a change in the work itself. While the core business processes remain the same, INSITE introduces a more intuitive, modern experience designed to simplify navigation, improve data quality, support good communication, and brings work directly to users instead of requiring them to search for it.

As a facilitator, your role extends beyond demonstrating new features. Encourage participants to think beyond where buttons have moved and instead focus on how each improvement creates a more efficient user experience.

Use this facilitator guide to frame discussions, highlight key improvements, and reinforce how INSITE supports the effective administration of the Compact.

Getting Around INSITE

INSITE changes where work begins, not how Compact work is completed.

INSITE INTERSTATE NATIONAL SYSTEM
FOR INFORMATION,
TRACKING, AND ENFORCEMENT

Welcome

Login (Email)
ncppoa@gmail.com

Password
.....

[Forgot Password?](#)

Login

Sign in to access INSITE is a restricted information system. System usage may be monitored, recorded, and subject to audit. Unauthorized use of the system is prohibited and may be subject to criminal and/or civil penalties. Use of the system indicates consent to monitoring and recording. For login assistance, contact your [INSITE State Administrator](#).

JUL
22

[Tuesday Takeaway Recording Available](#)

Check out the July Tues. Takeaway!

JUL
21

[New! Violation Response Tool \(VRT\) is now available](#)

The VRT provides a structured framework to support consistent, evidence-informed retaking decisions. Access the tool from the Resources section to learn more.

JUL
17

[Modernized Data - Smarter Searches](#)

This week's INSITE update focuses on enhancements to Profile Records and Search functionality.

Updates include:

- Consistent terminology throughout profile records
- More complete demographic information and updated NCIC codes
- Contact information combined into a single tab for easier access
- Search results displayed directly below search criteria, making it easier to refine searches and find the right record

JUL
17

[Multi-Factor Authentication](#)

With the launch of INSITE, all users will be required to use Multi-Factor Authentication (MFA) to access the system. This added layer of security helps protect sensitive criminal justice data and aligns with federal CJIS Security Policy requirements.

Login & News



Behind the Enhancement

As technology evolves, so do expectations for protecting sensitive information. Multi-Factor Authentication adds an extra layer of security beyond a password, helping safeguard Compact data while aligning INSITE with current CJIS security requirements.

INSITE also introduces News, a centralized communication hub that delivers important announcements, system updates, and training information directly on the login screen. Rather than relying solely on email, users can access timely information in one consistent location every time they sign in.

Trainer Talking Points

- ✓ MFA was enabled to support CJIS security requirements
- ✓ News provides a centralized location for announcements, resources, and training updates, making important information accessible every time users log in



Trainer Insight

Acknowledge that Multi-Factor Authentication may feel like an extra step at first.

Remind users that MFA is now a standard security practice across government systems and plays an important role in protecting sensitive Compact information.

Discussion Questions

- What are the benefits of displaying important announcements on the login screen?
- What types of information or resources would you find most valuable in the News section?
- How can this improve communications?

 Dashboard

 Compact Workload

 Profiles

 Users

 Announcements

Profile Search

My Profile

Users > My Profile > User Info

User Info

Workflow

On Leave

Account Information

Login (Email) *

Navigation



Behind the Enhancement

One of the first differences users will notice is the redesigned navigation. INSITE has a modern sidebar that is available throughout the system, allowing users to move between major functions without repeatedly returning to a home screen.

Several supporting enhancements accompany this redesign, including the introduction of the “Profile Search” on each page and the removal of the Assistants tab in favor of a more dynamic Dashboard that eliminates the need to search for items requiring attention.

Trainer Talking Points



As you demonstrate the new navigation and search capabilities, emphasize how these enhancements make it easier for users to find information and move throughout the application.

- ✓ Navigation sidebar remains available throughout the application
- ✓ Search functionality available on every screen
- ✓ More intuitive search results which weren't previously available (when searching a name with Jr., Sr., II, etc)
- ✓ Improved compact workload search displays results on a single page, allowing users to review and refine searches without navigating between multiple screens

Trainer Insight

Experienced ICOTS users will naturally spend time comparing INSITE to the current system.

Rather than focusing on where features have moved, encourage users to focus on improvements the new navigation provides.

Remind users that learning a new layout is often the biggest adjustment, but the underlying business processes remain familiar.

Discussion Questions

- What's your biggest challenge finding information in ICOTS?
- How does having "Profile Search" on every screen improve your work?

Working with Supervised Individual Records

Modernizing Profile Records to give you the information you need when you need it.

Modernized Profile Record



Behind the Enhancement

Profile Records have been updated to provide more relevant information while reflecting the Commission's current language and data standards.

INSITE now uses the term "supervised individual" throughout the application, aligning with the Compact Rules and Commission publications. Profile Records also feature updated NCIC offense codes, greater visibility of ethnicity information, and the removal of redundant information, such as Violation History, which is available elsewhere in the system.

Trainer

Talking Points

- ✓ Updated NCIC codes reflects the most current national standards.
- ✓ Removing Violation History eliminates duplicate information
- ✓ Contact information is in one tab for easier access
- ✓ Ethnicity is displayed more prominently

Profile Information for John Smith

If this is the correct profile record click 'Continue'. To choose a different profile record click 'Back'

Name	SSN	Profile #
John Smith	320-72-9845	52964
Alias	State ID #	Case #
John Ray Smith	45136	733700, 730571, 52943, 68043
DOB	Race	Supervising State
03/31/1985	White	---
FBI	Ethnicity	Supervising User
---	White	---
Sex	National Origin	Primary Residence
Male	United States of America	---
Supervision Type	Special Status	Gang Affiliation
Parole and Probation	Victim Sensitive Details	Cell 11 Nation



Action Items ⓘ Compact Cases ⓘ Criminal Cases ⓘ Employments ⓘ Residence ⓘ Contact ⓘ Plan of Supervision ⓘ

Active Compact Cases

☐ Show Historical Cases

Register Interest

INSITE Case #	Sending State	Receiving State	Milestone Dates	Status	Departure/Return Date	Supervision End Date ⓘ	Action
☐ 733700	Alabama Alabama PO	Louisiana	Opened On: 04/01/2016	Withdrawn			
☐ 730571	Indiana Kentucky Compact Office Member	Florida Florida PO	Opened On: 09/28/20...	Activated	D: 12/08/2011	12/08/2014	
☐ 52924	Kentucky Kentucky Compact Office Member	Texas	Opened On: 09/29/20...	Pending			
☐ 730571	Georgia Xavier Donnelly	Florida Florida PO	Opened On: 12/06/2011 Closed On: 12/06/2011 Accepted On: 12/06/2011	Closed			



Trainer Insight

Some enhancements may seem minor because they don't change users' daily workflow.

Take a moment to explain that updates like revised NCIC codes, improved demographic visibility, and streamlined profile information are designed to improve data accuracy, consistency, and the overall quality of information shared across the Compact.

Discussion Questions

- How does having all contact information in one location improve efficiency?
- Which profile enhancement do you think will have the greatest impact on your daily work?
- How does consistent terminology improve communication across jurisdictions?

Stay Connected

Communication is centralized within INSITE to increase visibility and simplify workflows.

Categories

All

Active Threads

Notifications

Action Needed

Demographics Management

Documentation Request

Reopen Compact Case

Send Notification of Departure

Send Notification of Arrival

Subsequent State Transfer

Request Compact Activity

Progress Report

List of Communications

Date	Detail	Case #	Profile #	Profile Name	No. of Replies
05/21/2025	Notification System Generated	47723	48503	Jamie Cox	0
05/29/2025	Travel Permit Receiving State PO	48503	49263	Robert Howney	1
03/17/2025	Case Note Receiving State PO	46874	53732	Diseno Delgado	0
12/02/2024	Documentation Request Receiving State PO	45631	52738	Jamie Cox	6

1-10 of 4 items

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Communications



Behind the Enhancement

INSITE integrates notifications directly into the application. Instead of switching between Outlook and ICOTS, users can view assigned work and action items directly within INSITE. For those who prefer email reminders, notification emails will continue to be available.

The Communications section also provides a more intuitive way to manage Compact Action Requests (CARs). Rather than individual messages becoming separated within the Profile Record, related communications are grouped together in a single conversation, making it easier to follow discussions and respond with the appropriate context.

Users can also initiate the Discretionary Retaking process directly from the Communications section, streamlining the workflow.



Trainer Talking Points

- ✓ Threaded communications make it easier to follow discussions and share information in a timely manner
- ✓ No more cleaning up old CARS or responding to previous CARS inadvertently
- ✓ Email notifications remain available

Trainer Insight

Participants may initially assume they no longer need email notifications.

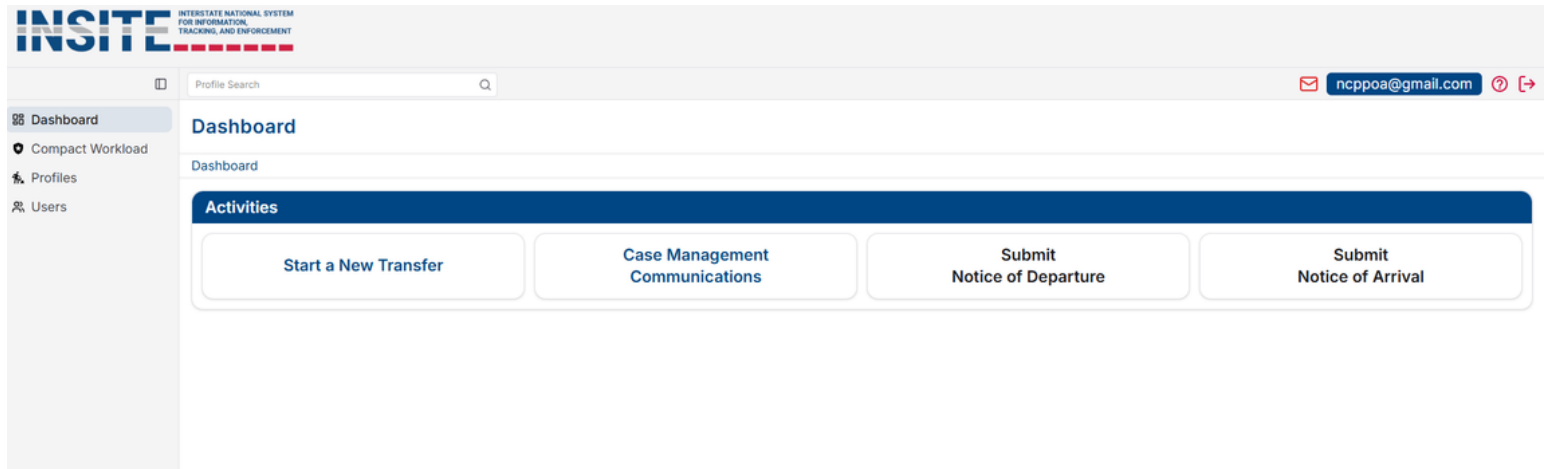
Clarify that email notifications remain available, but INSITE provides a centralized location to manage communications and Compact Action Requests more efficiently.

Discussion Questions

- How might having notifications in INSITE encourage you to check them more regularly?
- What advantages do you see in organizing communications within INSITE?
- How do in-app notifications help you stay on top of your Compact workload?

Starting Compact Activities

INSITE is designed to bring work to users instead of requiring them to search for it.



Dashboard



Behind the Enhancement

The INSITE Dashboard provides users with a clear starting point by bringing frequently used case activities together in one place. Instead of searching for where to begin, users can quickly access the actions they perform most often, helping reduce delays and improve workflow.

Unlike the ICOTS Assistants tab, which included numerous process shortcuts, the INSITE Dashboard focuses on the most common activities, creating a simpler, more intuitive experience for users.



Trainer Talking Points

- ✓ Scaled down version of the Assistants Tab
- ✓ Provides quick access to activities that aren't initiated from a supervised individual's profile
- ✓ Encourages activities to be initiated from the supervised individual's profile

Trainer Insight

Some users may initially look for the Assistants tab.

Explain that the Dashboard isn't simply a replacement, it's a streamlined starting point that highlights common activities while encouraging users to work directly from the supervised individual's profile.

Discussion Questions

- Which Dashboard feature do you think you'll use most often?
- What are the benefits of initiating activities from a supervised individual's profile?
- How does the Dashboard make INSITE easier to navigate for new users?

Start a New Transfer

[Dashboard](#) > [Start a New Transfer](#)

Sending State, Receiving State or Other Location

Where is the supervised individual located?

- ☐ Sending State
- ☐ Receiving State
- ☐ Other State

State

RFRI & Transfer Request



Behind the Enhancement

When a supervised individual shows up in your office wanting to move to another state, it isn't always immediately clear whether the case requires a Request for Reporting Instructions (RFRI) or a Transfer Request. INSITE's pre-transfer questions guide users through a series of simple questions to determine the appropriate process.

By helping users make the right decision from the start, pre-transfer questions improve consistency, reduce duplicate profiles, and support more accurate data throughout INSITE.



Trainer Talking Points

- ✓ Guides users toward the appropriate RFRI or Transfer Request process
- ✓ Users can be more confident they are initiating the correct process
- ✓ Reduces erroneous or duplicate profiles that require correction

Trainer Insight

Some users may initially view the pre-transfer questions as an extra step.

Reinforce that these questions are designed to save time by preventing incorrect submissions, reducing rework, and guiding users to the appropriate Compact process the first time.

Discussion Questions

- Where is there confusion when deciding between RFRI and a Transfer Request?
- How do the pre-transfer questions improve decision making?
- What are the benefits in guiding users through the correct process?

Supporting Better Decisions

INSITE adds clarity and consistency to improve reporting.

Select the type of violation:

• Determination Date:

• Describe the violation(s) or pattern of behavior supporting revocation of supervision:

• Select all the incentive actions taken to address the supervised individual's behavior:

- | | | |
|--|---|---|
| ☐ None | ☐ Decreased reporting requirements | ☐ Submitted positive letter to the court |
| ☐ Written letter of recognition | ☐ Fewer drug screens | ☐ Verbal praise |
| ☐ Modification of supervision condition | ☐ Waived program fees | |

☐ Other, describe:

• Select all the corrective actions taken to address the supervised individual's behavior:

- | | | |
|--|---|--|
| ☐ None | ☐ Travel Restriction | ☐ Community service |
| ☐ Verbal reprimand/Warning | ☐ Behavioral Contract | ☐ GPS/House Arrest/EM |
| ☐ Report violation to sending state through Progress Report | ☐ Increased drug screens | ☐ Brief period of incarceration |
| ☐ Increased office reporting | ☐ Imposed curfew | ☐ Cognitive behavioral intervention |
| ☐ Loss of privilege | ☐ Treatment referral | ☐ Increased field/home visits |

☐ Other, describe:

Describe the individual's response to the incentives and corrective actions used and any resulting changes in behavior:

Violation Report



Behind the Enhancement

While this may seem like a small change, it's big in impact. INSITE replaces the "Discovery Date" with the "Determination Date", the date the receiving state determines that behavior requiring retaking has occurred.

Using the Determination Date allows users to complete any necessary investigation before documenting the violation. The vague term "discovery date" was interpreted differently across states and often focused on a single event rather than the full pattern of behavior leading to the violation determination.



Trainer Talking Points

- ✓ “Discovery Date” was overly vague and interpreted in a variety of ways which often caused confusion in violation reporting
- ✓ Determination date reflects when the investigation is completed and the receiving state determines a violation has occurred
- ✓ Establishes a common point for when violation reporting timelines begin, promoting more consistent reporting across states

Trainer Insight

This enhancement may seem minor, but consistent terminology matters.

Explain that the Determination Date creates more consistent violation reporting, improves data accuracy, and reduces confusion by giving states a common understanding of when the violation reporting timeline begins.

Discussion Questions

- How have different interpretations of the “Discovery Date” affected violation reporting?
- Why is having a clearly defined Determination Date helpful?
- How will using the Determination Date improve consistency in reporting violation behavior?

Compact Office Tools

INSITE provides the tools for work to be done easily and proactively.

le Name

Last Name *

NC

54 Pitt St.

Greenville

North Carolina

27603

Remove

Basic Information

Add New

Phone Number

Type

Action

No data available

Roles

Roles

PO

Deactivate

Active

Do you want to disable this user?

☒ No, leave active. ☐ Yes, deactivate this account

Counties

Select the Counties you wish to associate with this user

Counties

User Administration



Behind the Enhancement

Deactivating inactive users helps ensure INSITE access is limited to only those that require access. In ICOTS, deactivating a user required an additional step to manually remove the user's roles, a step that could easily be overlooked if interrupted.

In INSITE, user roles are automatically removed when a user is deactivated. This streamlines the process, reduces the chance of oversight, and prevents inactive users from appearing in assignment lists for cases or other activities.



Trainer Talking Points

- ✓ Automatically removes a user's roles when they are deactivated, eliminating an extra administrative step
- ✓ Often overlooked process so there will be no need to double check your work

Trainer Insight

Compact Office staff may recognize this enhancement immediately because it addresses a step that was often overlooked.

Discussion Questions

- What steps do you currently follow when deactivating a user?
- How does automating role removal reduce administrative work?
- How will this enhancement improve user management?

Emphasize how automation reduces the risk of inactive users remaining available for case assignments and eliminates the need to double-check that deactivation is fully complete.

Create User

Edit User

Edit Compact Office

Profile Management

Profile Management

- ☐ Merge Two Profiles
- ☐ List Pending Merges
- ☐ List Completed Merges
- ☐ Delete a Profile Record
- ☐ List Pending Deletions
- ☐ List Completed Deletions
- ☐ Edit Profile Demographics
- ☐ Exclude Profile from Public Web Portal searches
- ☐ List Excluded Profiles
- ☐ Expunge Profile Record's Compact Case
- ☐ List Pending Expungements
- ☐ List Completed Expungements
- ☐ Move Compact Case
- ☐ List Pending Moves
- ☐ List Completed Moves

Profile Management



Behind the Enhancement

States are in the best position to determine when a profile should be moved, merged, deleted, or expunged. In ICOTS, these actions required National Office approval, which could delay record maintenance and relied on the information provided by the requesting state.

In INSITE, states can complete these record management activities directly. Removing the National Office approval step streamlines the process, allows records to be corrected more quickly, and places decision-making with the states most familiar with the case.



Trainer Talking Points

- ✓ Allowing states to manage these processes provides greater efficiency in cleaning up data
- ✓ Empowers the states with the most accurate case information to manage record corrections
- ✓ Record management actions are finalized only after all affected states have approved, and any participating state may complete the final step

Trainer Insight

Many states will welcome the added flexibility of managing records without National Office approval.

Remind users that with this increased autonomy comes greater responsibility. Accurate moves, merges, deletes, and expungements are essential to maintaining data integrity and ensuring all member states have reliable information.

Discussion Questions

- Which profile management task does your state perform most often?
- What benefits do you see in allowing states to complete these actions independently?
- What practices will help ensure these actions are completed accurately?

Action Required Reports

These reports will not include withdrawn or closed cases.

- Pending Replies to Transfer Requests (45 Day Rule)
- Pending Transfer Requests (15 Days after Reporting Instructions)
- Pending Replies to RFRI (2 Business Day Rule)
- Pending Progress Reports
- Pending Case Closure
- Pending Replies to Violation Reports (10 Business Days)
- Pending Replies to Case Closure Notices (10 Business Days)
- Pending Transfer Requests after Expedited Reporting Instructions Approved
- Cases in Need of Notice of Departure
- Cases in Need of Notice of Arrival
- Pending Moves, Merges and Deletions of Profiles
- Rejected Cases Requiring Action
- Profiles Awaiting Retaking (30 Calendar Days)
- Addendum to Violation Reports in need of a Responses (10 Business Days)
- Pending Probable Cause Hearing (30 Calendar Days)

Reports



Behind the Enhancement

INSITE shifts the focus from overdue activities to pending activities, giving states greater visibility into work that is approaching a deadline. This proactive approach helps users address issues before they become overdue, improving compliance and keeping Compact processes moving efficiently.

Overdue reports remain available through the ICAOS Dashboards, allowing states to continue monitoring trends and identifying areas that need attention. By emphasizing pending work, INSITE helps states prevent problems rather than simply reacting to them.



Trainer Talking Points

- ✓ Pending reports help users identify and address upcoming deadlines before they become overdue
- ✓ The “Last Activity Transmitted” Report provides insight into where a case is in the Compact process at any given time.
- ✓ Overdue data is not going away, it remains available through the ICAOS Dashboards for monitoring trends and compliance

Trainer Insight

Users may initially be concerned that overdue information has been removed.

Reinforce that overdue reports remain available through ICAOS Dashboards. INSITE simply shifts the focus to pending work, helping users identify and address upcoming deadlines before they become overdue and impact compliance.

Discussion Questions

- How do you use reports to support your quality assurance efforts?
- How will focusing on pending work help your office manage cases more proactively?
- How will your office use the new reports?

INSITE Quick Reference Guide

High level overview of changes by activity



Profile

- New 'Contact' section that includes both residences & phone numbers



NOD

- Updated travel details prompt for clearer responses
- New section to document how RIs were delivered
- Departure Date can be in past for "Living in RS"



Progress Report

- Updated language to improve guidance and data entry
- "Progress, Performance & Attitude" renamed to "Progress, Performance & New Arrests"
- Receiving State Conditions and Incentives/Corrective Actions now display regardless of user responses
- Recommendations section updated for improved clarity



RFRIs & Transfers

- New 'Start a New Transfer' with logic built in to direct users
- Create a new case from an existing closed case
- Updated language throughout to improve guidance and data entry
- Updated NCIC Offense Codes
- New residence verification fields
- Sending states can now identify others residing at the proposed residence
- Support System & Resources required for all transfer requests
- Phone number is now required
- Return RFRIs will have its own distinct PDF

Updated Terminology

- Victim Sensitive Details → Victim Information
- Contact Restrictions → No-Contact Orders
- Protective Orders → Active Protection Orders
- Supervision History → Supervision Details



Discretionary Retaking

- Updated language to improve guidance on processes and warrant status requirements
- Moved to Communications section for easier access



CARs

NOW 'COMMUNICATIONS'

- Follow-Up on Prior Compact Activity (formerly Linked to Compact Activity)
- Travel Permit Notification (formerly Travel Permit)
- Supervision Inquiry or Update (formerly Supervision Update/Request)



Warrant Status

- Improved Screen Layout to Highlight Required Fields



OVR

- Updated language throughout to improve guidance and data entry
- Separate probable cause questions for absconders and behavior requiring retaking (BRR)
- Incentives & Corrective Actions section added to all Violation Reports
- Required documentation when probable cause is established by waiver or hearing
- Reorganized Location & Availability questions to better guide retake decisions



Profile Management

- Improved guidance for merge, move, delete, and expunge functions

Case Closure Notice



- Updated Closure Reason Descriptions
- New option for Subsequent State Transfers

10 Common Questions & How to Respond



1. "Where did the Assistants Tab go?"

INSITE replaces the Assistants Tab with a simplified Dashboard that focuses on frequently used activities. Everything else is initiated directly from the supervised individual's profile.

2. "Do we still get email notifications?"

Yes. Email notifications still work exactly as before. INSITE simply adds in-app notifications, so users don't have to rely on email alone.

3. "Why did they change 'Offender' to 'Supervised Individual'?"

The Commission updated its terminology in rules and publications. INSITE now reflects that language to maintain consistency across all systems.

4. "Where is the "Violation History" tab on the individual's profile?"

It was removed because it duplicated information already available elsewhere in the profile. INSITE consolidates information to reduce redundancy and make profiles easier to navigate.

5. "Did something change within the rules on RFRIs and Transfers?"

No. The Compact Rules have not changed. INSITE simply introduces pre-transfer questions that guide users to the appropriate process, helping ensure the correct activity is initiated the first time.



6. “Why did they change Discovery Date?”

Discovery Date was interpreted inconsistently across states. Determination Date provides a clear, uniform meaning: the date the investigation confirms a violation occurred.

7. “Do we still have overdue reports?”

Yes, but not in INSITE. INSITE focuses on pending work to support proactive compliance. Overdue data is still available in ICAOS Dashboards.

8. “Why do I have to use MFA now?”

MFA is required to meet CJIS security standards and is now the standard for government systems. It adds an essential layer of protection for sensitive Compact data.

9. “Where are Compact Action Requests now?”

CARs are now Communications in INSITE where full conversations are threaded, so replies stay together and are easier to follow.

10. “Why can states now handle deletes, merges, moves, and expungements?”

States have the most accurate information about their cases. Allowing states to manage these activities directly speeds up cleanup and reduces delays.

INSITE was built to strengthen the work states already do every day. As you wrap up your training sessions, remind participants that INSITE does not change Compact rules or expectations, it simply organizes information more intuitively, guides users through processes more consistently, and addresses many of the challenges users experienced in ICOTS.

The enhancements in INSITE are the result of years of feedback from the field. From streamlined navigation and clearer terminology to improved communications, proactive reporting, and more efficient record management, every enhancement was designed to reduce administrative burden, improve data quality, and help states complete Compact work more efficiently and confidently.

Encourage users to approach INSITE with curiosity rather than comparison. While any new system comes with a learning curve, the underlying Compact processes remain the same. Once users become familiar with the new layout and navigation, they'll find that many everyday tasks are simpler and more intuitive.

Thank you for leading this transition. Trainers play a critical role in helping states adopt INSITE successfully, and your guidance ensures users understand not just how the system works, but why these improvements matter.

Additional Resources:

[Training Resources](#)

[INSITE Updates](#)