

Omnixx Force Web: FAQs

1. What is changing?

Washington State Patrol is upgrading Omnixx. We are replacing the current Java-based tool, Omnixx Force Desktop (OFD) with a web-browser version, Omnixx Force Web (OFW).

2. Why are we upgrading Omnixx?

Omnixx Force Desktop includes a version of Java that poses a security risk. This conflicts with the security standards of the Federal Bureau of Investigation (FBI) or the Criminal Justice Information Services (CJIS).

3. How do I uninstall Omnixx Force Desktop?

To uninstall Omnixx Force Desktop, please refer to our [instructional video](#).

4. Can I use both the old Omnixx Desktop (OFD) and the new Omnixx Force Web?

No once agencies are migrated to the new Omnixx Force Web, the devices are configured to a new interface. If you use the old application, you will receive “invalid DAC” errors.

5. What is my User ID and password for the new Omnixx Force Web?

If you are an existing user your user ID and password will remain the same. If you are a new user, contact your TAC for your user ID. TACs can login to nexTEST to retrieve user IDs for all their users.

Refer to our [job aid on logging in for new users](#).

6. Where can I find my device ID?

Contact your agency’s TAC. TACs keep a list of device IDs assigned to the agency.

7. Does the new Omnixx Force Web have Multifactor Authentication (MFA) enabled?

Yes, the new Omnixx Force Web will have MFA enabled. WSP plans on enabling MFA at the global level once all agencies have migrated to the new Omnixx Force. WSP ACCESS will soon send an email with the MFA implementation date and instructions.

8. I use a regional system (Spillman, New World, Hexagon, etc...) when logging in. How will this impact my experience with ACCESS?

There will be no change to regional systems.

9. Should I expect any delays with ACCESS responses the day I upgrade my application?

ACCESS responses will not be impacted when agencies migrate to the new Omnixx Force. Agencies will have a short downtime (no more than an hour) while their Omnixx devices are being migrated to the new interface however, agencies are still able to run queries using their regional systems.


10. What web browser are compatible with Omnixx Force Web/MFA?

Omnixx Force Web supports the Chrome and Edge browsers.

11. How do I open two messages at once?

Currently, you are unable to open two messages at once. A ticket has been submitted to our vendor to fix this issue. In the meantime, agencies can copy and paste message in another editor if needed.

12. How do I delete a message from the mailbox?

Select the check box next to the message and select the archive button () or the alt-R keyboard combination. This will delete it from your Omnixx mailbox.

These messages are still on the ACCESS journal which is retained for current plus three years.

Unfortunately, the “delete” and “backspace” key on your keyboards are not working. A ticket has been submitted to our vendor to fix this issue.

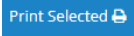
13. How long do messages stay in the Mailbox?

Messages will stay in the Mailbox for three days. This is a global setting that is set for all Omnixx users.

14. If a message is archived, will it still be part of the history search results?

Only if you select this option: Search archived messages

15. Can I combine/print more than one response?

Yes, you can select multiple messages in the Mailbox and select . This will combine the messages.

16. The “Text Preview” function is gone. Will this be added back?

No, this functionality was removed purposely due to the risk of users editing responses and providing inaccurate information. In the new Omnixx web application all responses that are returned are not editable within the Omnixx application.

17. How far back does the search history go?

History goes back to the current year only. The history is based on user ID (not device). You will only be able to see your own messages.

If you are a TAC, you have permissions to view messages for all users at your agency. This permission can only be set for the TAC.

18. Where is the “QuickKey Wizard” function in the new Omnixx?

Quick Keys no longer work in the new Omnixx. Quick keys are not compatible with web browsers. We recommend that agencies create workspaces and add pre-filled text in certain fields.

19. Who do I contact for support?

- For general Omnixx questions, please email ACCESS@wsp.wa.gov.
- For technical assistance, please email ITDHelp@wsp.wa.gov.

20. Where can I find resources and training manuals?

The [ACCESS Webpage](#) contains job aids, manuals, and videos