

From: Violeta Navarro
To: TACs, IT POCs, and List Serv
Date: March 14, 2024
Subject: Protection Order Issue - Can't Modify Orders from TEMP to PERM

Hello,

We have identified an issue with not being able to modify protection orders from temporary RTP's (Record Type) to permanent order RTP's. Our vendor is looking into the issue. We do not have an ETA on when this will be fixed but it is a high priority.

Below is a screenshot of the modify form in Omnixx. The RTP Field cannot be modified from temporary RTP's to permanent RTP's.

The screenshot shows the 'MODIFY PROTECTION ORDER (MPO)' form. It has a 'Submit' button and a 'Clear All' button at the top. The form is organized into three main sections, each with a 'Clear' button in the top right corner:

- AGENCY/CASE DATA:** Contains a field for '* Originating Agency Identifier (ORI)'.
- RECORD IDENTIFYING DATA:** Contains fields for 'WACIC Number (WAC)', 'NCIC Number (NIC)', 'Agency Case Number (OCA)', and '* Name (NAM)'.
- MODIFY AGENCY/CASE DATA:** Contains a grid of fields:
 - Originating Agency Identifier (ORI1)
 - NCIC Number (NIC1)
 - Agency Case Number (OCA1)
 - Message Key (MKE)
 - Notify Originating Agency (NOA)
 - Originating Court ORI (ORC1)
 - Protection Order Conditions (PCO)
 - Restraining Order Number (RES)
 - Expiration Date (EXD)
 - Date of Issuance (DOI)
 - Brady Record Indicator (BRD)
 - Caution and Medical Conditions (CMC)
 - Record Type (RTP) - This field is highlighted in yellow.
 - Notice of Service (NOS)

In the meantime, your agency can cancel the temporary order and re-enter it as a permanent order.

If you have any questions, please let me know.

Thank you,

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