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### **Reason for Viewing Record**

When users attempt to access an offender outside of the user's location, the user will receive a prompt requesting a reason for accessing that record. After entering the reason, the user will be able to access the record as normal. The process known as "Pop the Bubble" (PTB) was put in place as a means to safeguard the protected information of our offenders. This functionality will assist in better audit tracking and "need to know" compliance within the DOC. The Audit policy can be reviewed on MyDOC.

PTB is intended to do four things when a user attempts to access an offender record outside of the user's location in COMPAS:

1. Provide an alert/reminder that the user is accessing an offender outside of the users assigned work location.
2. Provide the user with an opportunity to justify why he/she has a need to access that record.
3. Provide a reminder if either the user's location or offender's location is incorrect so it can be updated.
4. Allow COMPAS Administrators to report on how often and why users are accessing offenders outside of the user's location.

Inmate location in COMPAS is driven by WICS Supervising Location. If the Supervising Location is incorrect in WICS, contact the institution records office to verify and correct the supervising location.

There may be times when a DAI inmate's case in COMPAS is transferred to DCC to complete a Pre-sentence Investigation. This temporary case assignment to DCC will require DAI staff to pop the bubble in order to access the case. A new lifecycle shall not be created for this purpose.

If the user's location changes, for example transfer to a different institution, the user should contact the site coordinator for assistance to have the user's location changed in COMPAS.