Background Check System (BCS) User Guide: Entity User Functions

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About This Manual

Welcome to the Background Check System (BCS) User Manual. This user guide will help you understand how to request a background check and receive results from the Washington State Department of Social and Health Services (DSHS) through BCS.

Please note, BCS (and therefore this manual) is subject to alteration. Modifications/updates to the manual may result from changes in State or Federal policies and procedures, BCS system upgrades, or other factors.

BCS was developed for use by the DSHS Background Check Central Unit (BCCU). Use of BCS and this manual is restricted to authorized end users of BCS. BCCU can be contacted at bccuinquiry@dshs.wa.gov.

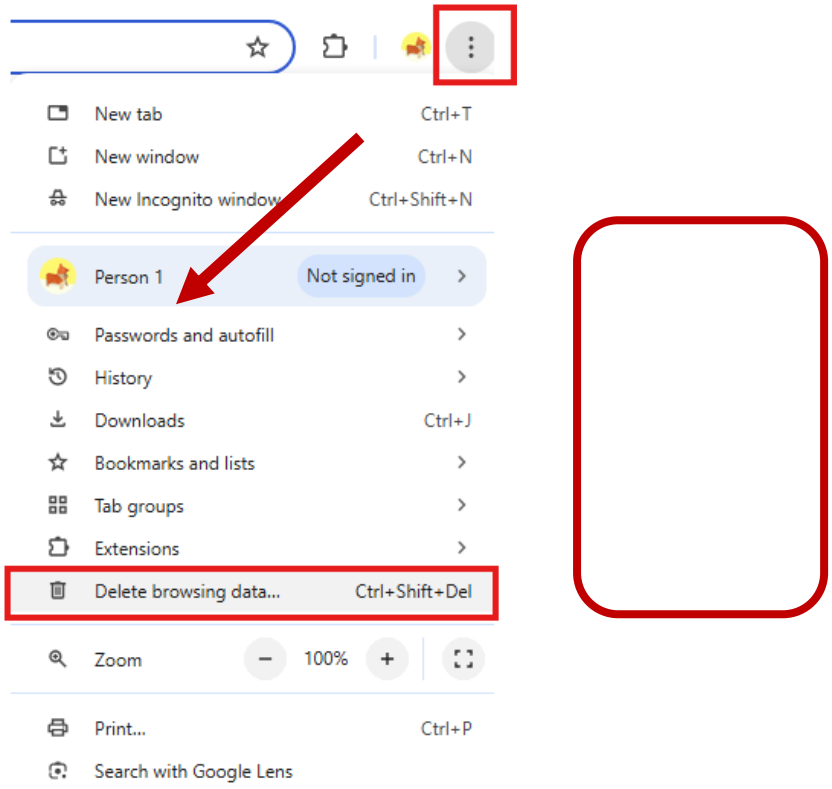
Troubleshooting BCS Access:

BCS users will need to use **Google Chrome** internet browser. If you are having trouble getting the BCS webpage to come up, you may need to clear your cache and/or cookies to access BCS.

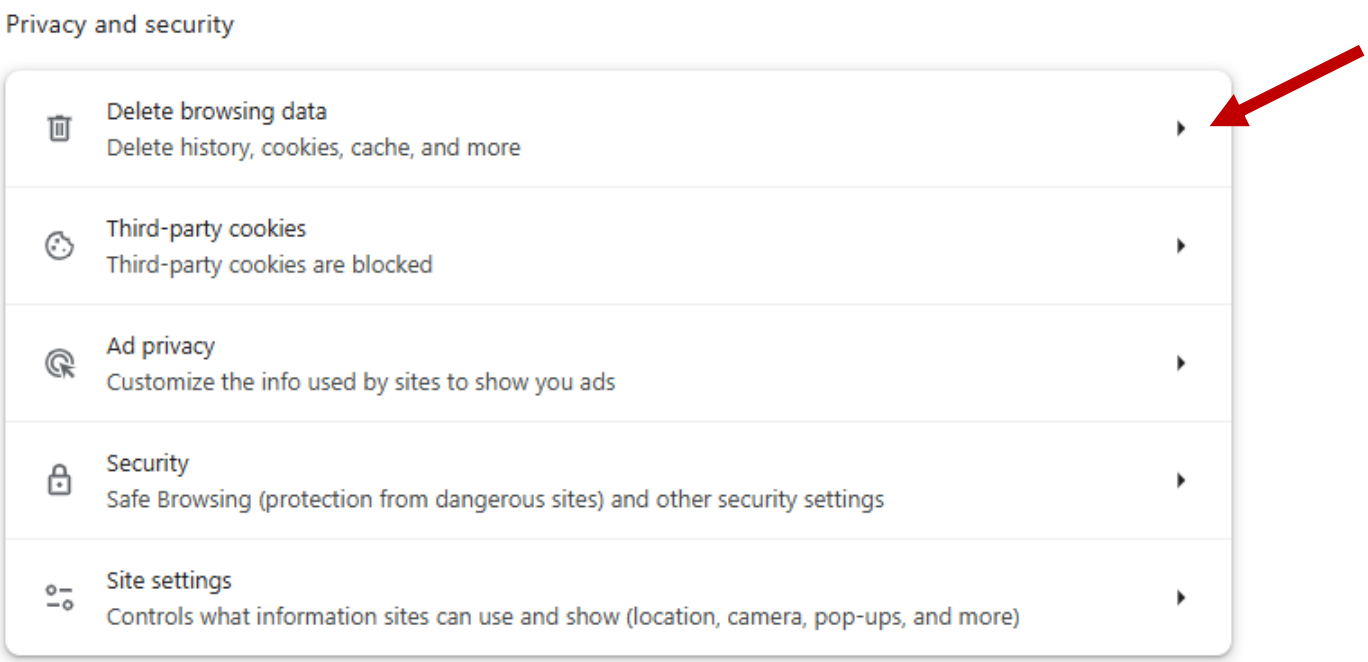
See below for instructions.

How to Clear Your Cache/Cookies in Google Chrome

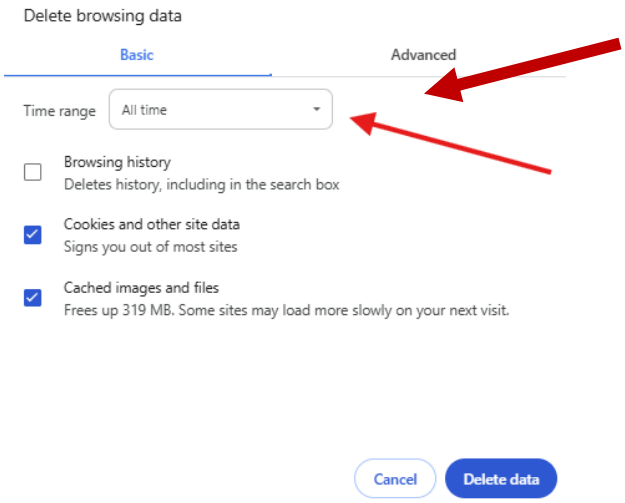
1. Click on the 3 dots in the upper right hand corner of the chrome window, to open the menu



2. Click **delete browsing data…** to open the Clear browsing data screen

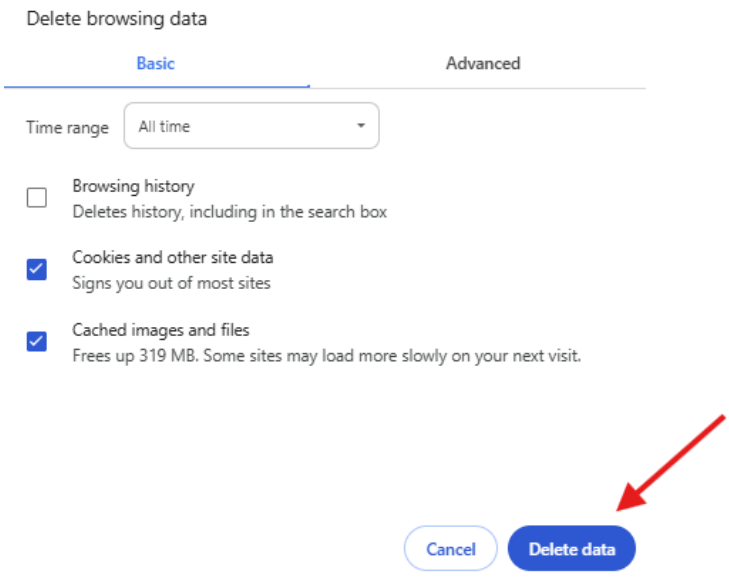


3. From the **Time range** drop-down menu, select **All time**.
4. Uncheck the "Browsing History" box if it is checked



5. Check **Cookies and other site data** and **Cached images and files.**

6. Select **DELETE DATA (this make take a few minutes to complete)**.



7. Exit/Quit/Close ALL browser windows and re-open the Google Chrome browser.

Accessing BCS:

You need to have an active profile in BCS, before you can access the system. If you have been set up with a profile, you will receive an email with information on how to register as a user and activate your profile in BCS. If you have not received a registration email, or if your registration code has expired, please contact BCCU via email at bccuinquiry@dshs.wa.gov or the Primary Account Administrator (PAA) for your account to request a new registration key.

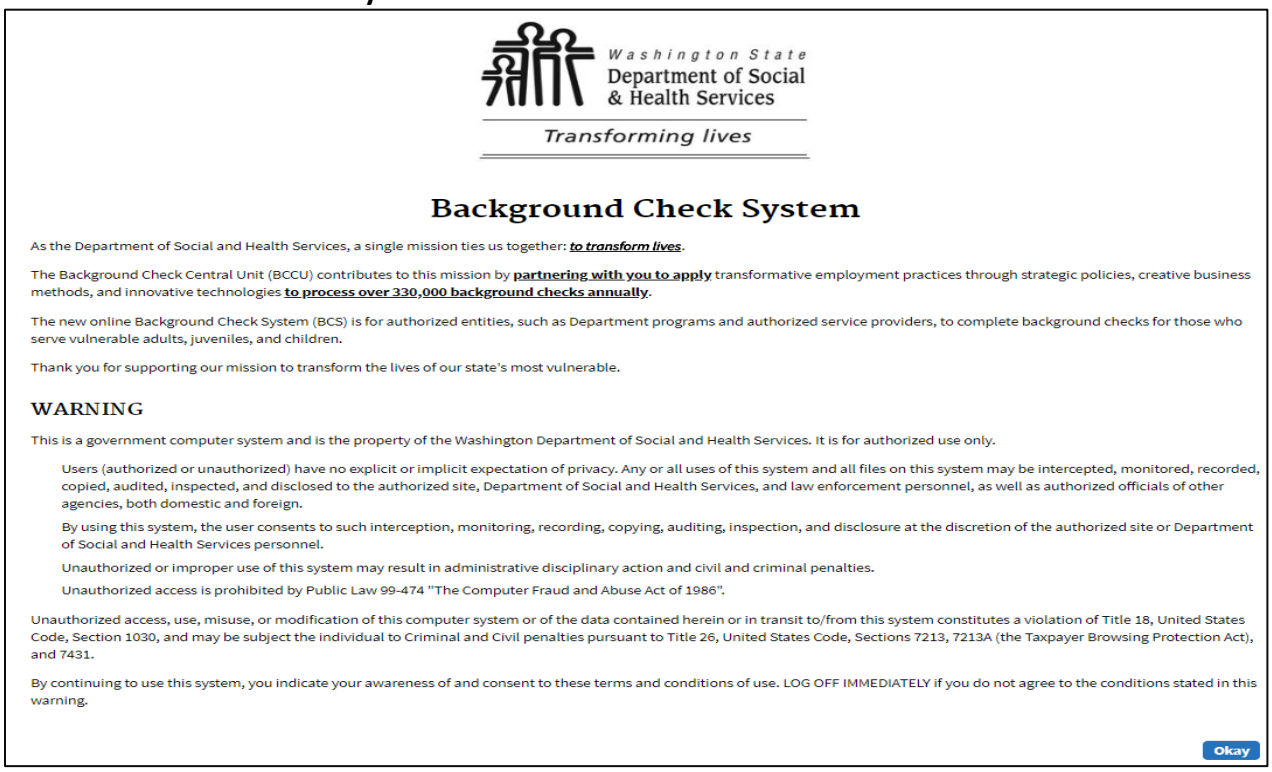
In Google Chrome browser, follow the link for your user type.

Internal User – State employee accessing BCS within the state fire wall visit www.dshs.wa.gov/BCS.

External User – Secure Access Washington (SAW) user accessing BCS outside the state firewall and does not have a state issued email address (@dshs.wa.gov). For instructions on how to log into BCS using SAW, please refer to the user guide *Log into BCS Using SecureAccess Washington (SAW)*.

When you are logged into BCS, the system displays the BCS Welcome Page. This page will display every time you log into BCS.

- Read and select **Okay.**



Washington State Department of Social & Health Services

Transforming lives

Background Check System

As the Department of Social and Health Services, a single mission ties us together: ***to transform lives***.

The Background Check Central Unit (BCCU) contributes to this mission by **partnering with you to apply** transformative employment practices through strategic policies, creative business methods, and innovative technologies **to process over 330,000 background checks annually**.

The new online Background Check System (BCS) is for authorized entities, such as Department programs and authorized service providers, to complete background checks for those who serve vulnerable adults, juveniles, and children.

Thank you for supporting our mission to transform the lives of our state's most vulnerable.

WARNING

This is a government computer system and is the property of the Washington Department of Social and Health Services. It is for authorized use only.

Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. Any or all uses of this system and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to the authorized site, Department of Social and Health Services, and law enforcement personnel, as well as authorized officials of other agencies, both domestic and foreign.

By using this system, the user consents to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of the authorized site or Department of Social and Health Services personnel.

Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties.

Unauthorized access is prohibited by Public Law 99-474 "The Computer Fraud and Abuse Act of 1986".

Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18, United States Code, Section 1030, and may be subject the individual to Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A (the Taxpayer Browsing Protection Act), and 7431.

By continuing to use this system, you indicate your awareness of and consent to these terms and conditions of use. LOG OFF IMMEDIATELY if you do not agree to the conditions stated in this warning.

Okay

System displays the User Access Agreement page. This page will display every time you log in to BCS.

- Read and select **I Agree**

Washington State Department of Social & Health Services

Transforming lives

BY CLICKING "I AGREE", I UNDERSTAND AND ACCEPT THE FOLLOWING TERMS OF USE FOR ACCESSING THE BACKGROUND CHECK SYSTEM (BCS):

- BCS is a restricted information system maintained by the Washington State Department of Social and Health Services (DSHS).
- BCS contains confidential and restricted information that I will protect as required by federal and state law.
- I will comply with applicable DSHS confidentiality and security policies.
- Unauthorized use of BCS or any records accessed through BCS is prohibited and may be subject to criminal and/or civil penalties or may result in formal disciplinary action by DSHS, including termination of my employment or contract.
- If I have potential access to national (fingerprint) criminal history records, I have completed Criminal Justice Information System (CJIS) Security Awareness Training.
- The use of criminal history record information obtained through a national (fingerprint) check must comply with the CJIS Security Policy.
- Dissemination or use of national criminal history records for any other purpose is a violation of federal law.
- System usage may be monitored, recorded, and is subject to audit.
- If I have any questions regarding federal, state, or DSHS requirements around system usage, or require access to applicable confidentiality and security policies, I will contact my direct supervisor or program contact.
- Use of this system indicates consent to monitoring and recording of my system usage and indicates I understand and agree to comply with the above terms.

I Agree Go Back

Logging into your Entity or Entities:

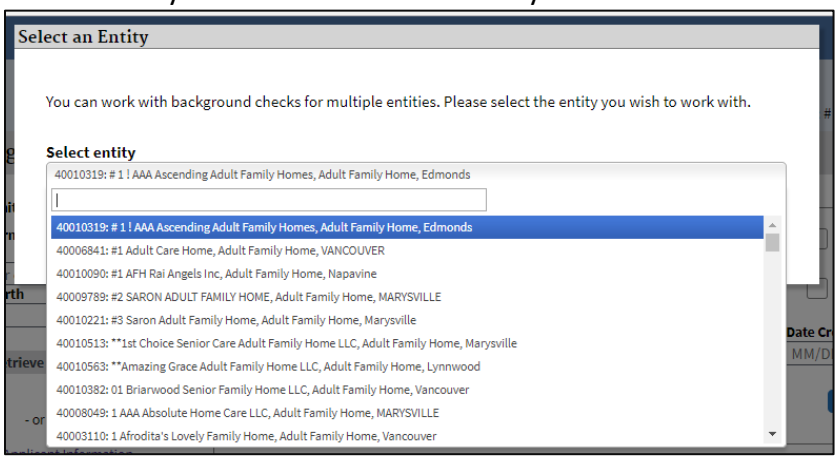
All BCS users are granted access to BCS at the BCCU Entity Account level.

If your entity has more than one account, or you support more than one entity, your BCS access can be tied to each of these accounts, but you will only see activity on one account at a time.

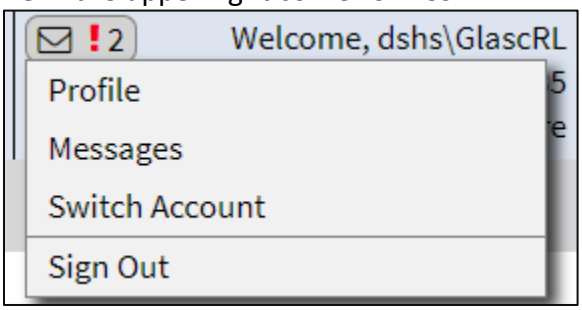
Choose Your Account

<u>If you have access to more than one account</u>:

- A drop-down list will appear for you to pick which entity you would like to view.
  - The list will only show those accounts that you have access to.

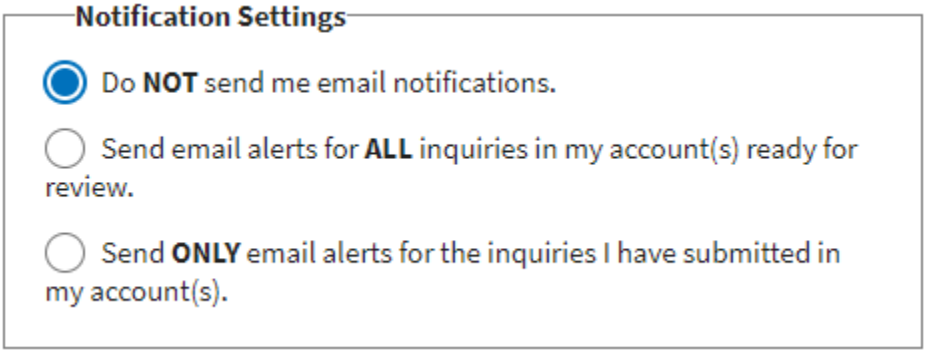


- If you are assigned to more than one account, you may switch accounts without signing out of BCS.
  1. Click **Welcome** in the upper right corner of BCS.

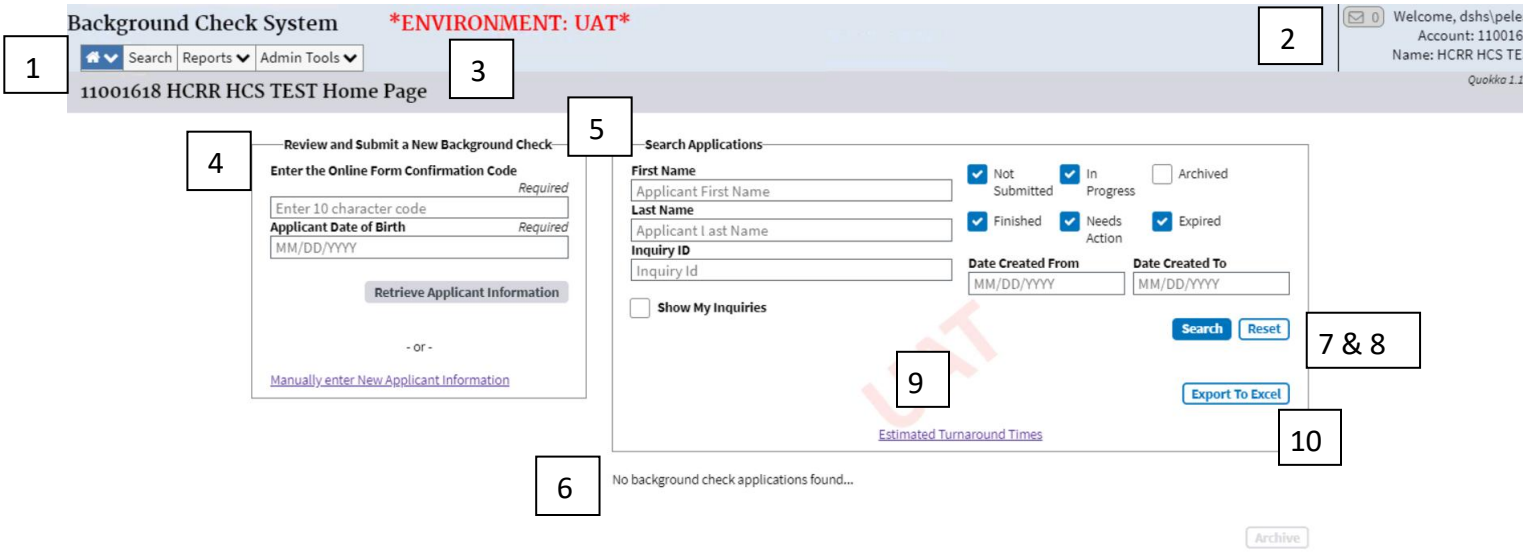


2. Select **Switch Account** to access the list of available accounts. <u>If you have access to only one account</u>, you will automatically be logged in and taken to the BCS home page.

3. Select **Profile** to review your User Account Information and your Notification Settings. Email Notifications will be sent to the email address on your profile.



The home page is set up the same way for all BCS users (details about each section will be provided in the steps below)

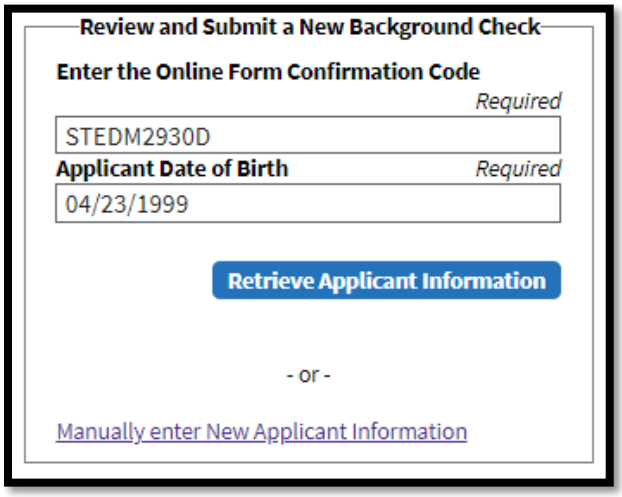


1. Menu Bar
2. System Notifications, Username, Account number, and Facility Name
    a. Click the Welcome line to access functions for
        i. Viewing Account profile
        ii. Switch Accounts
        iii. Sign Off
3. BCS Page Title
4. Fields for starting a Background Check
5. Search Functionality
6. Working Grid
    a. If no background checks have been submitted, it will display **No background check applications found**.
    b. If there are background checks submitted, all background checks submitted under the account within BCS will display.
7. Primary Action Buttons are bold.
    a. Bold Blue when Active
    b. Bold Gray when Inactive
8. The Secondary Action Buttons are just an outline.
9. BCCU Estimated Turnaround Times
10. Export working grid information to excel.

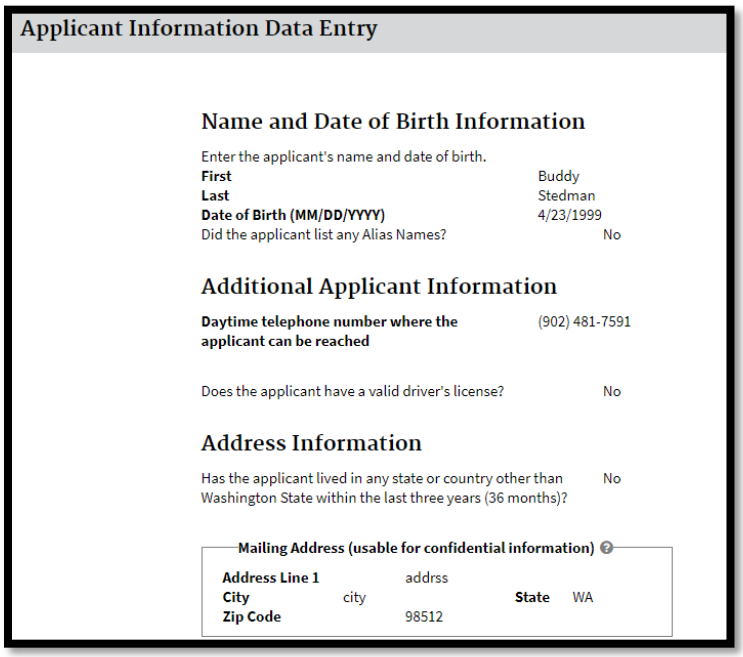
Submitting a Background Check:

There are two ways to submit a background check for an applicant.

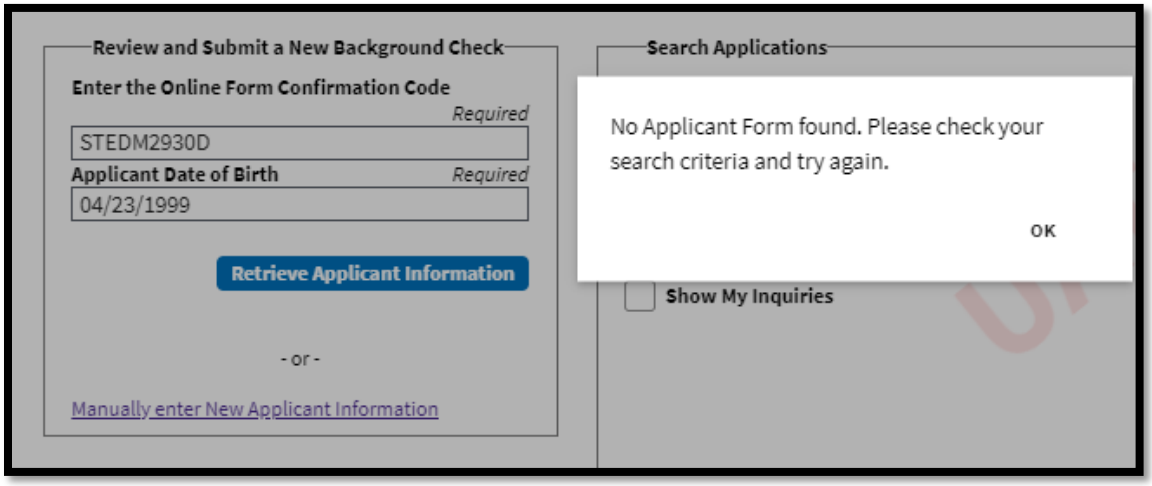
1. If the applicant completed their background check authorization form using the online Background Check Authorization form:
    a. The applicant needs to provide you with their Confirmation Code from their online form and their date of birth.
        i. If the applicant emails their code directly to you, please note that the date of birth is not included for security reasons.
    b. Enter the **Online Form Confirmation Code** and **Applicant Date of Birth** into the fields on the BCS account homepage.



    c. Select **Retrieve Applicant Information** button.
    d. This will retrieve the applicant's information from the online form tool and display the applicant's personal information:



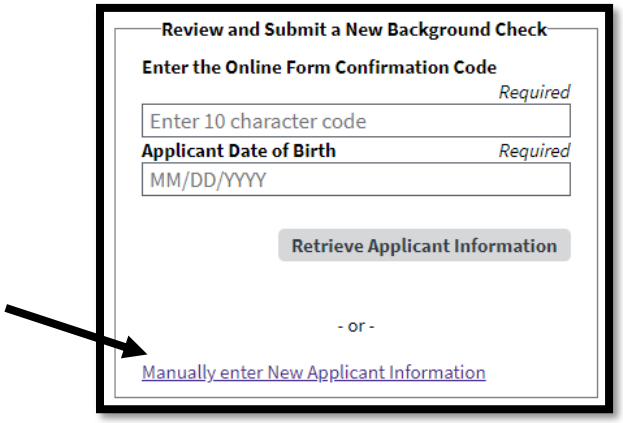
e. If you select **Retrieve Applicant Information** and you receive the **No Applicant Form Found** error message:



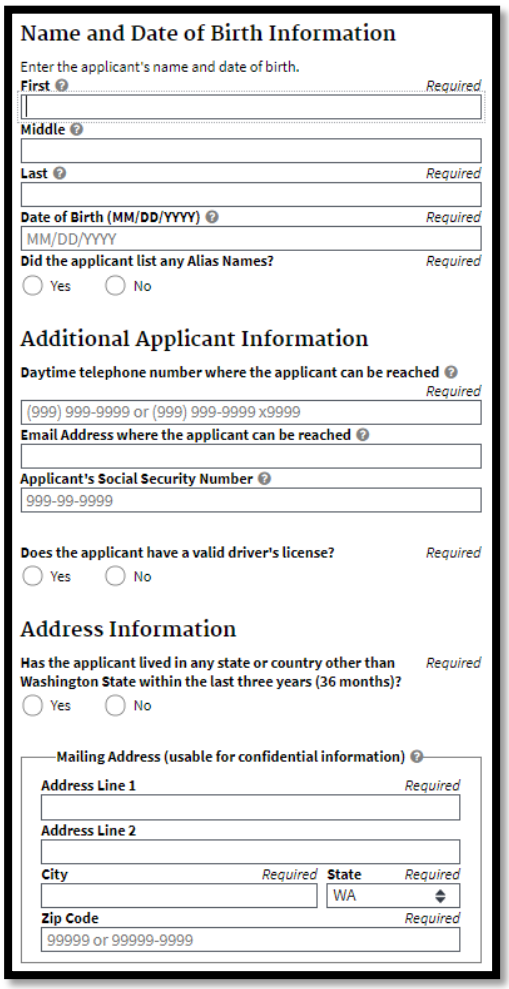
i. Double-check that the confirmation code is correct and there are no spaces at the beginning or end of the code. We recommend copying and pasting from the confirmation code email.
ii. Verify that the applicant's date of birth is correct.
iii. If it still doesn't work, the applicant will have to fill out the online Background Check Authorization form again and provide the new code.
iv. **Note:** The most common reason this happens is due to the applicant incorrectly typing their date of birth on the form.

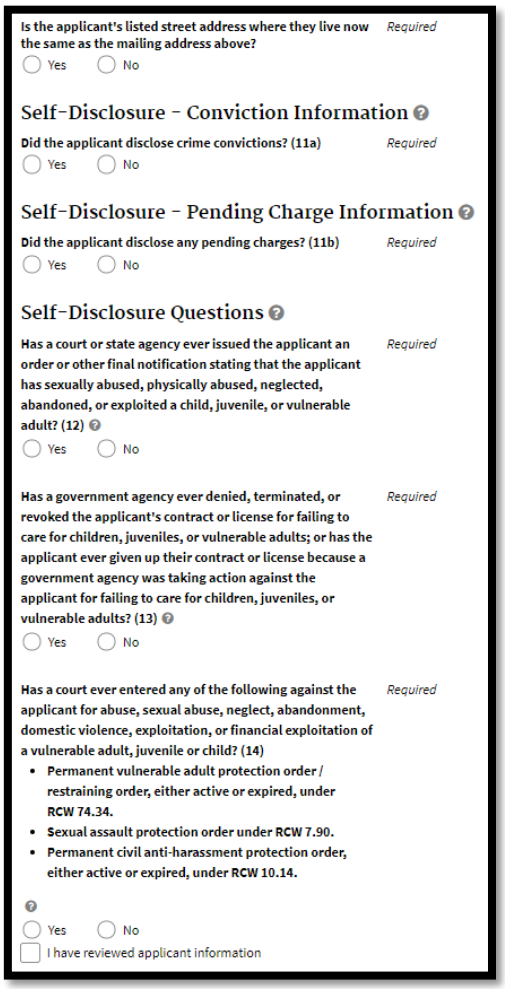
f. Continue to step 3 below.

2. If the applicant provided you with a signed paper copy of their Background Check Authorization Form (DSHS 09-653).
    a. Click on the hyperlink to **Manually enter New Applicant Information**.



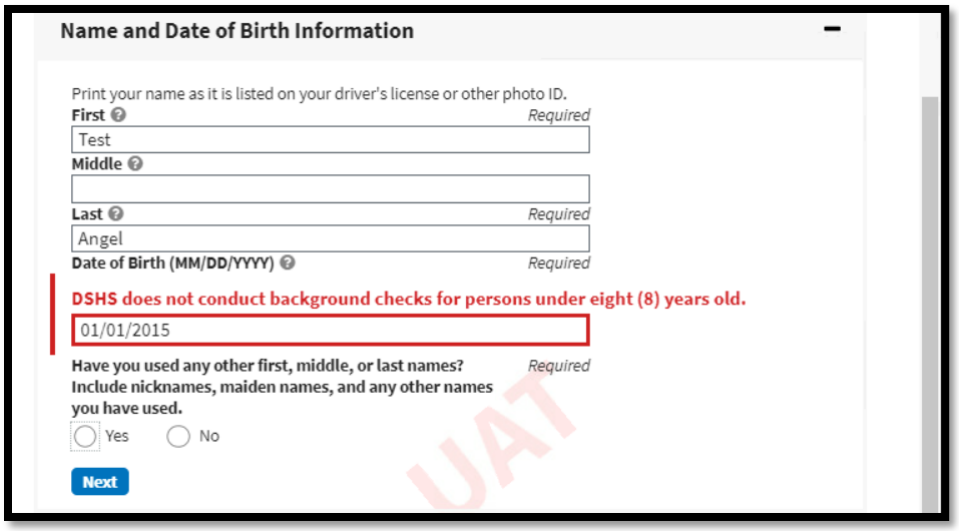
    b. The system displays a screen with blank fields that match the online form.
    c. You will carefully enter the information from the signed paper form into BCS.
        i. **Note:** The signed paper form is your approval to conduct the background check on the applicant. You will need to retain this form per your program's internal record retention policies.



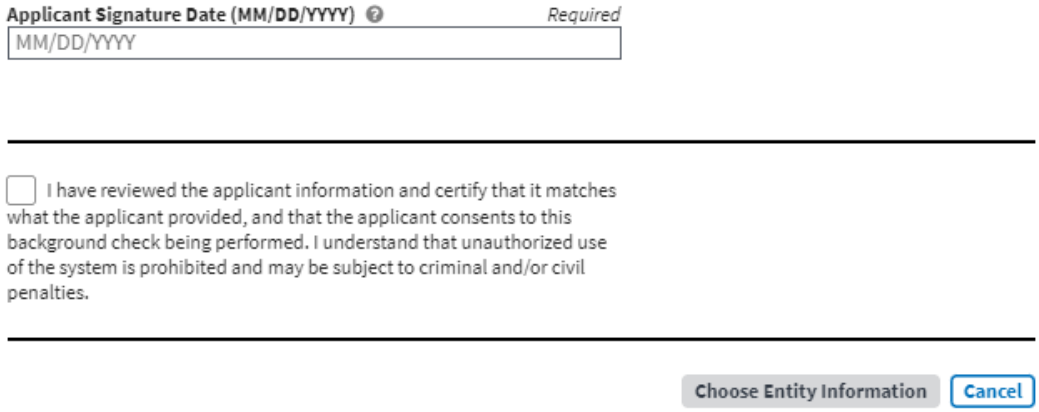


d. When the data entry is complete, you will continue with step 3 below.

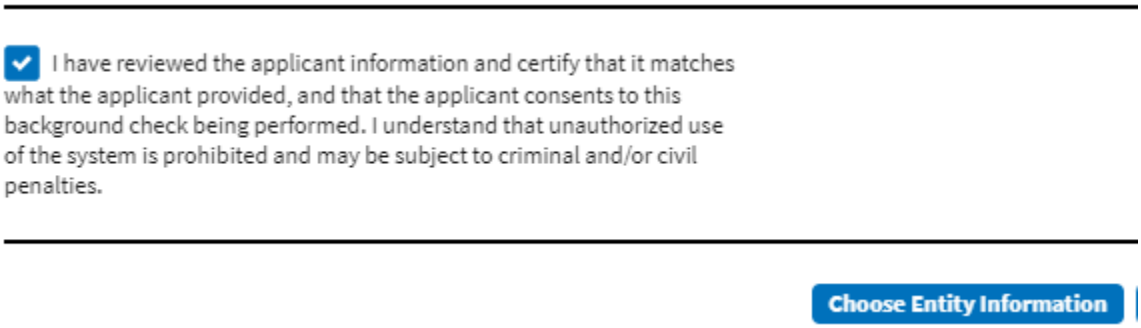
e. **Note:** DSHS BCCU does not conduct background checks for persons under eight (8) years old. If you try and submit a background check for applicant(s) under 8 years old, the request will be denied, and you will receive the following error message:



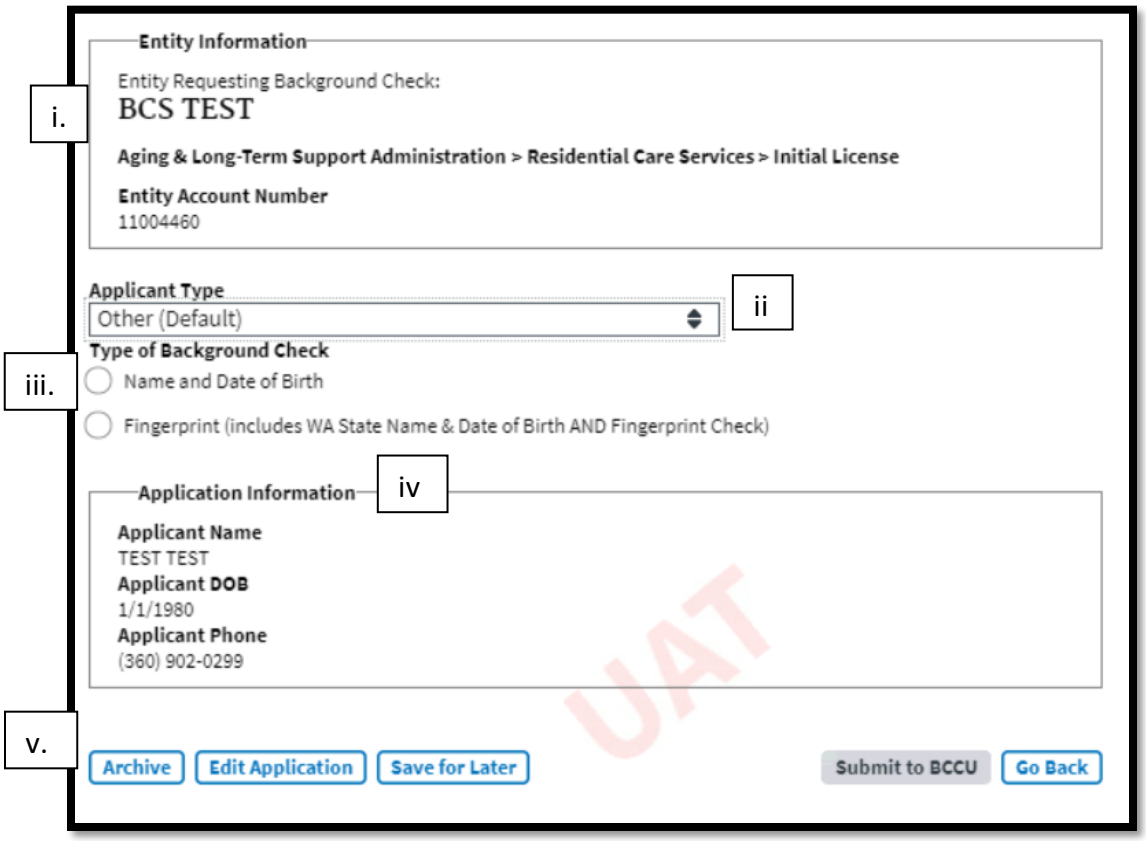
3. Add the date the applicant signed their paper authorization form. Date signed must be within 90 days.



4. Review the applicant's information and check the box at the bottom of the screen indicating that you have reviewed the applicant's information. The "choose entity button" will turn blue if all required fields are complete.

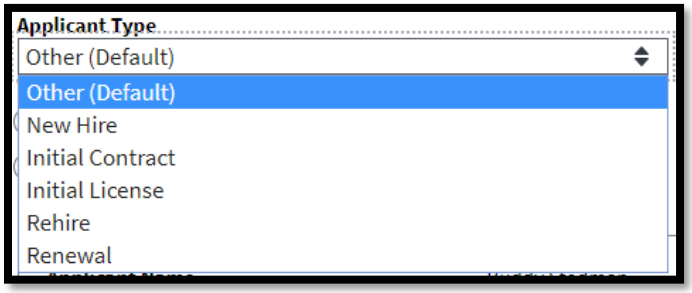


   a. Select **Choose Entity Information**.
   b. System displays the Entity Information page.



i. Summary of the entity that you are submitting the background check under.

ii. Applicant type: A description of the reason for submitting a background check.
   - **Note:** This is not used nor seen by BCCU when processing background check requests.



iii. Type of Background Check
   - If your entity does not have the statutory authority from the Washington State Patrol (WSP) to request a fingerprint-based background check, you will not see this option. The system will default to a name and date of birth background check.
   - Alternately, if your entity only requests fingerprint-based background checks, you will not see this option. The system will default to a fingerprint check.
   - Private Home Care Agencies only allow for one fingerprint background check per employee, per account number. Any subsequent checks that are submitted will automatically come back as withdrawn.

iv. Applicant Information Summary

v. Archive, Edit Application, or Save for Later options.

c. Complete ALL required fields to activate **Submit to BCCU**.

d. Click **Submit to BCCU**.

e. The system will take you back to your entity home page.
   i. The request has been sent to BCCU for processing and should now display in your working grid.

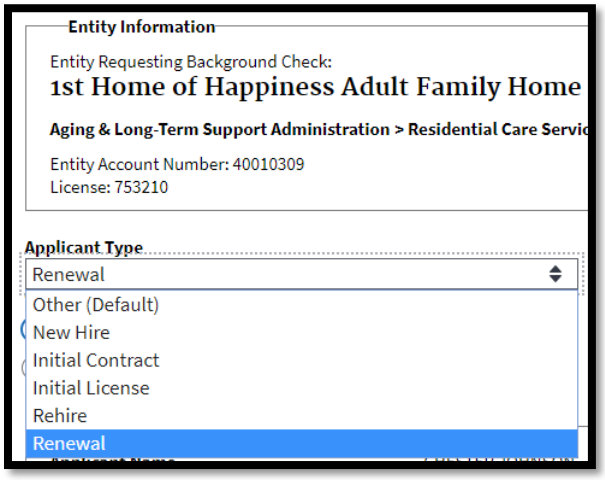
Refer to page 30 of this Entity User Guide for a list of BCS Inquiry Status Definitions.

Fingerprint Based Background Checks:

If your facility requires a fingerprint-based background check for an applicant, request a fingerprint-based background check when you initially submit the applicant's background check in BCS.

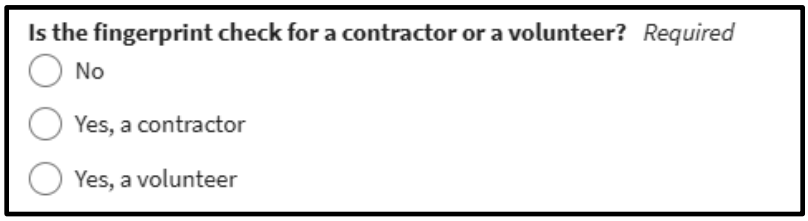
Note: You do not need to submit a name and date of birth request and then a fingerprint request. You will have an opportunity to decide if you want to continue the fingerprint-based background check after the interim result (WA State Name and Date of Birth) is available to review in BCS, or if you want to withdraw the inquiry.

1. Follow the instructions outlined in the section for submitting a background check to start a new request. (steps 1 through 3.iii. above).
2. On the Entity Information Screen:
   a. Choose **Applicant Type**.

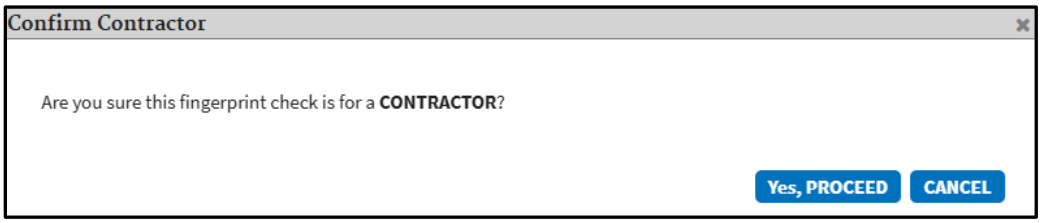


   b. Click on the radio button next to **Fingerprint**.

   c. Click the radio button next to **No** or **Yes** to indicate if the applicant is a contractor or a volunteer.
      i. Volunteers have a different Washington State Patrol processing fee.
      ii. This question will only appear if the account setting indicates fingerprint checks are done for these groups.

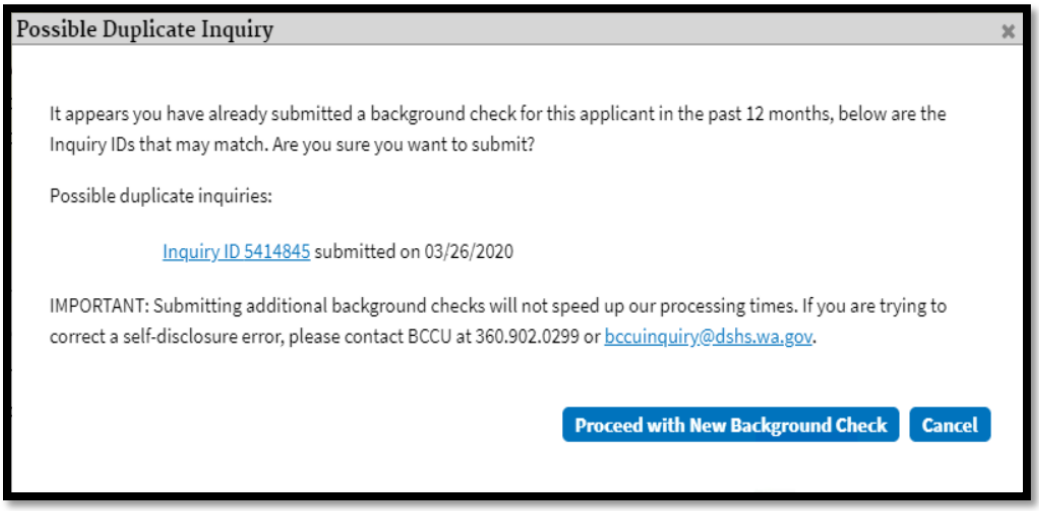


      iii. A pop-up confirmation box will appear if the contractor radio button is selected.



d. Click on **Submit to BCCU**.

e. If you have submitted the same type of background check for the same applicant within the past 12 months, you will receive a pop-up asking if you would like to review prior to submitting a new background check. This is helpful to reduce duplicate background checks, however, if you need to submit a new background check you are allowed to proceed.



f. The system takes you back to your entity home page.
   i. The request has been submitted to BCCU for processing.

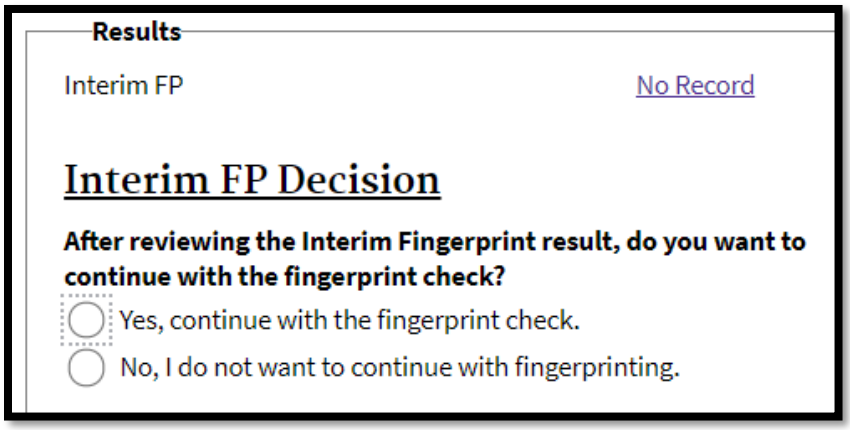
Fingerprints: Continue or Withdraw Decision

1. When an Interim Result notification is available for review in BCS, the status for the inquiry will change to Interim FP Finished.

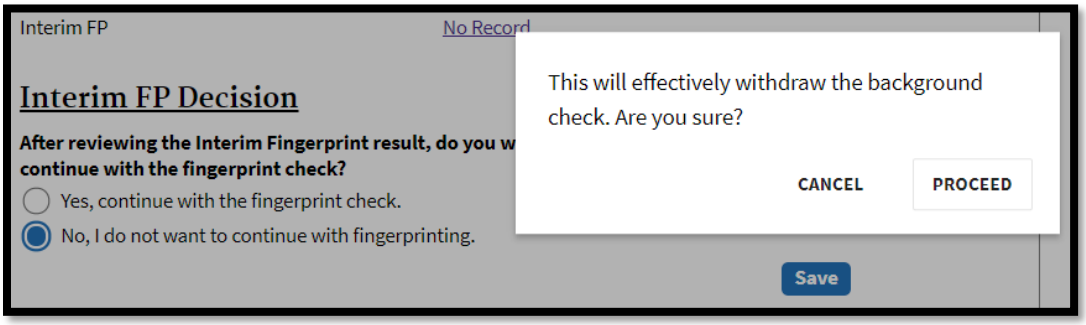
Last Name	First Name	Inquiry ID	Status	Date Created	Check Type	User Name
FLOOF	FANCY	4817077	Finished	05/25/2018	NDOB	Beth Elder
FLOOF	FANNY	4817078	Interim FP Finished	05/26/2018	FP	Beth Elder
HOLOHOLONA	PELE	4816965	Finished	05/23/2018	FP	Beth Elder
NANI	KA PUA	4816986	Pending Fingerprints	05/23/2018	FP	Beth Elder

3. Open inquiry by clicking on the **Last Name** which is a hyperlink.

Scroll to the bottom of the page to the **Results** section and click on the Results hyperlink to review the completed Interim FP notification and background check information.



4. Decide if you want to continue with the fingerprint request after your review of the Interim (Name and Date of Birth).
    a. **No, I do not want to continue with fingerprinting**. This will change in inquiry status to **Withdrawn** – Entity is not moving forward with the applicant and applicant will not be fingerprinted. This completes the request and closes it out in BCS.
        i. Requesting entities should communicate this decision to the applicant.



        ii. Status on the home page for that inquiry changes to Withdrawn.

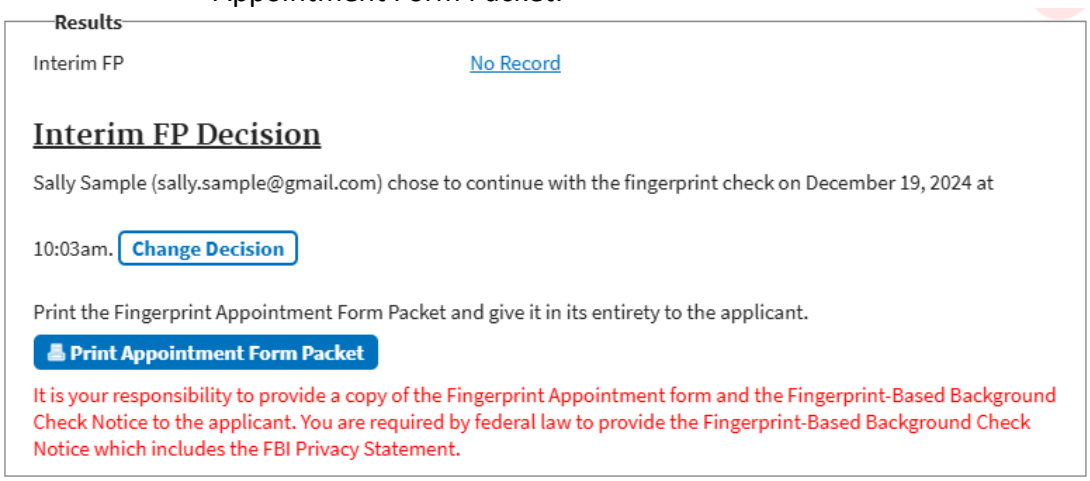
Last Name	First Name	Inquiry ID	Status	Date Created	Check Type	User Name
FLOOF	FANCY	4817077	Finished	05/25/2018	NDOB	Beth Elder
FLOOF	FANNY	4817078	Withdrawn	05/26/2018	FP	Beth Elder
HOLOHOLONA	PELE	4816965	Finished	05/23/2018	FP	Beth Elder
NANI	KA PUA	4816986	Pending Fingerprints	05/23/2018	FP	Beth Elder

Note: Once the decision to Withdraw an inquiry has been made, you cannot change it. If an applicant needs fingerprinted a new inquiry will need to be submitted.

Yes, continue with the fingerprint check. You are moving forward with the applicant in the fingerprint process.

i. BCS generates the Appointment Form Packet (Click on the link to open a PDF document which includes the Fingerprint Appointment form, Fingerprint-Based Background Check Notice, and FBI Privacy Act Statement). NOTE: It is your responsibility to provide these documents to the applicant.

ii. The information on who made the continue/withdraw decision and the date and time that decision was made is called out above the Appointment Form Packet.



iii. The Change Decision feature will no longer be available once the fingerprint appointment is scheduled for the applicant.

1. If the applicant no longer needs to be fingerprinted after selecting yes, the entity can cancel the appointment with the vendor. However, the withdrawn option will not be available.
2. Background checks will expire after six (6) months of inactivity. You may wish to wait until it expires or archive the inquiry.

iv. If the applicant is fingerprinted at a local law enforcement office, the decision can be changed up to the point where the prints are received by BCCU.

3. Please refer to the *Instructions on Submitting Fingerprint Hard Cards to BCCU* user manual for more information.

Once the decision to continue with completing a new fingerprint has been made, the Inquiry ID is sent to the Fingerprint Vendor so that the applicant can schedule their appointment.

5. Once the applicant has scheduled their fingerprint appointment with the fingerprint vendor the following scheduling information will display in BCS under the inquiry the appointment was scheduled under.

    a. Date
    b. Time
    c. OCA/Inquiry ID
    d. Fingerprint site location name and address

Print Appointment Form Packet

It is your responsibility to provide a copy of the Fingerprint Appointment form and the Fingerprint-Based Background Check Notice to the applicant. You are required by federal law to provide the Fingerprint-Based Background Check Notice which includes the FBI Privacy Statement.

Fingerprint Scheduling

Date	Time	Status	Notes
6/30/2023	14:00 pm	Appt. Scheduled	OCA: 6232885 Appointment 4025 Delridge Way SW Ste 530, Seattle WA

6. You will also be able to see when an appointment has been cancelled or rescheduled.

Example: Cancelled

Print Appointment Form Packet

It is your responsibility to provide a copy of the Fingerprint Appointment form and the Fingerprint-Based Background Check Notice to the applicant. You are required by federal law to provide the Fingerprint-Based Background Check Notice which includes the FBI Privacy Statement.

Fingerprint Scheduling

Date	Time	Status	Notes
6/30/2023	15:00 pm	Appt. Scheduled	OCA: 6232859 Appointment 2540 Cascades Pass Blvd (Olding Rd), Bremerton WA
6/30/2023	15:00 pm	Appt. Cancelled	OCA: 6232859 Appointment Cancelled 2540 Cascades Pass Blvd (Olding Rd), Bremerton WA

Example: Rescheduled

Print Appointment Form Packet

It is your responsibility to provide a copy of the Fingerprint Appointment form and the Fingerprint-Based Background Check Notice to the applicant. You are required by federal law to provide the Fingerprint-Based Background Check Notice which includes the FBI Privacy Statement.

Fingerprint Scheduling

Date	Time	Status	Notes
6/30/2023	14:00 pm	Appt. Scheduled	OCA: 6232885 Appointment 4025 Delridge Way SW Ste 530, Seattle WA
6/30/2023	14:00 pm	Appt. Cancelled	OCA: 6232885 Appointment Cancelled 4025 Delridge Way SW Ste 530, Seattle WA
6/30/2023	9:00 am	Appt. Scheduled	OCA: 6232885 Appointment 1014 Kresky Ave Ste 2, Centralia WA

7. The status "Appt. No Show" will appear if the applicant did not show up for the appointment or if the applicant could not be fingerprinted.
    a. NOTE: If you see "No-show" but the applicant was printed and has a copy of the receipt, please contact BCCU and provide a copy of the receipt and we can research with the vendor (IDEMIA/IdentoGO).

Print Appointment Form Packet

It is your responsibility to provide a copy of the Fingerprint Appointment form and the Fingerprint-Based Background Check Notice to the applicant. You are required by federal law to provide the Fingerprint-Based Background Check Notice which includes the FBI Privacy Statement.

Fingerprint Scheduling

Date	Time	Status	Notes
6/28/2023	9:00 am	Appt. Scheduled	OCA: 6232908 Appointment 530 SW Everett Mall Way Ste 105, Everett WA
6/27/2023	13:00 pm	Appt. Scheduled	OCA: 6232908 Appointment 1014 Kresky Ave Ste 2, Centralia WA
6/27/2023	13:00 pm	Appt. No Show	OCA: 6232908 Appointment No Show 1014 Kresky Ave Ste 2, Centralia WA

Fingerprint Reject

Receiving Background Check Results:

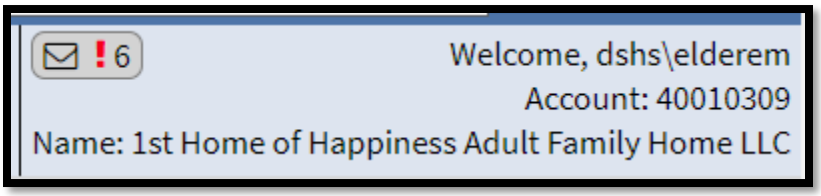
When you click **Submit**, the background check request is sent to BCCU for processing.

Approximately 80% of all background checks requests submitted to BCCU result in a No Record result notification. These are often returned the same day to the requesting entity. The other 20% of background checks require a review by BCCU staff and will be processed according to BCCU

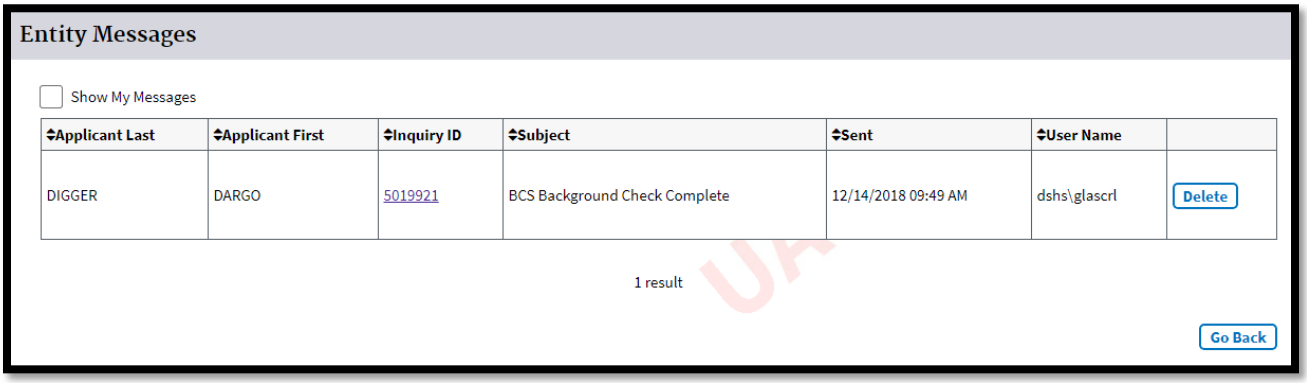
turnaround times updated daily on our website.

BCS provides a notification within the system when results are returned or via email (see page 8).

1. Notifications for updated results will appear in the upper right corner.
    a. Click on the envelope to open the Entity Message screen.
        i. A red exclamation mark will indicate an unread notification.



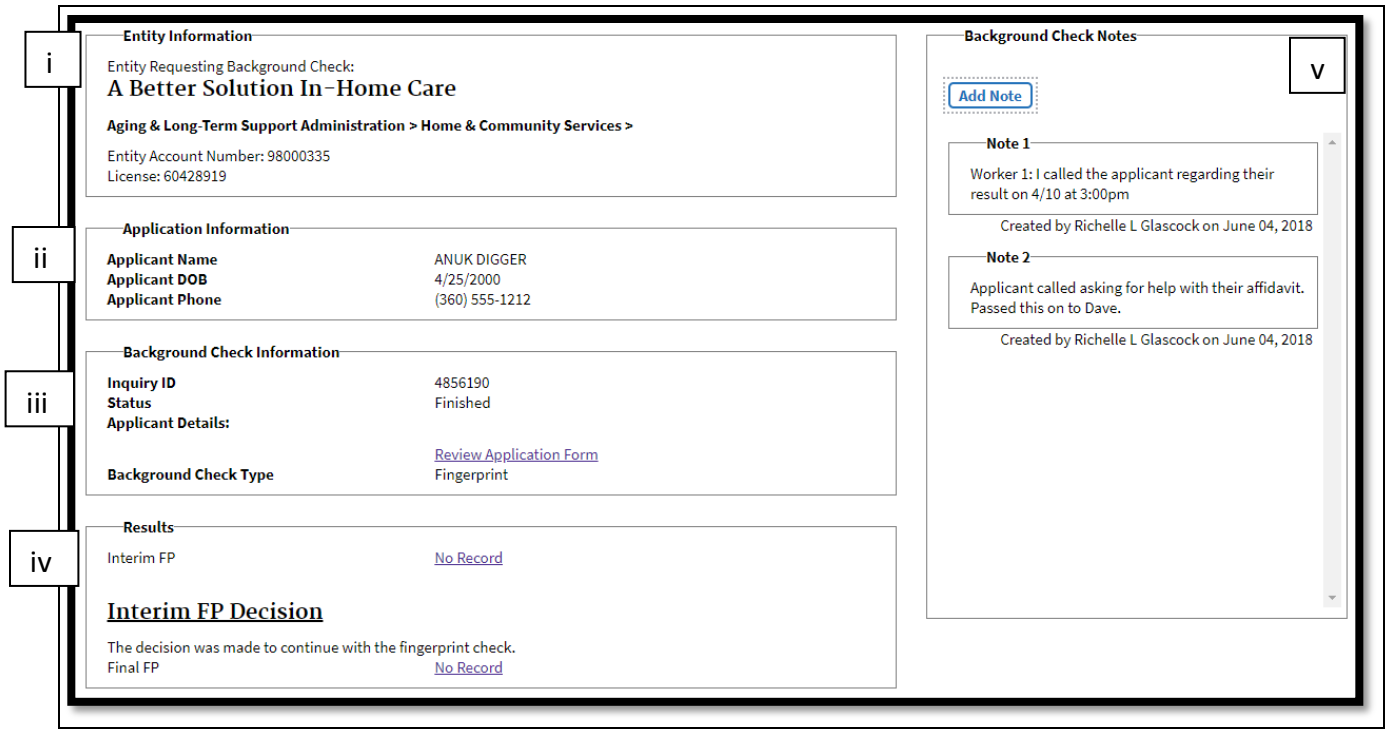
    b. A list of notifications displays. Each line includes:
        i. The Applicant Name, Inquiry ID, Subject, Sent (date the notification was sent), and the User Name for the person who submitted the inquiry.



    c. Click the **Inquiry ID** hyperlink to open the inquiry.
    d. Click the **Delete** button to delete the notification. Note, this does not delete the inquiry.

Retrieving Results in BCS:

1. From the home page, in the working grid, click on the applicant's last name to pull up the Background Check Summary page.



a. Page will show you:
   i. **Entity Information**: A summary of the account information.
   ii. Application Information: Applicant's Name, Date of Birth, and Phone number.
   iii. **Background Check Information**: A summary of the inquiry information – Inquiry ID, Status, Applicant type, a link to the applicant's details, and Background Check Type.
   iv. **Results**: The section where a hyperlink to a PDF copy of the results for this inquiry are located. This will also detail the applicant's fingerprint appointment scheduling information.
   v. **Background Check Notes**: Notes are not visible to BCCU staff. Notes are for internal entity workload management between those BCS users with access to the same account. **All notes are subject to the State's Public Disclosure Laws.**
      1. Entity Submitter roles will not be able to see notes added by other users on the same account.

2. Result letters are accessible through BCS until they meet record retention requirements.
   a. No Record Results: 10 years from the last date of activity on the inquiry.
   b. Record/Disqualify Results: 20 years from the last date of activity on the inquiry.

3. Result letters are a PDF file and include any background check sources used to determine the result.
   a. If you work for an entity that has authority to receive Fingerprint Rap Sheets, these will be available as a separate link in the results section labeled **Fingerprint Record**.

Washington State Department of Social & Health Services

Transforming lives

Notification of Background Check Result

Completed On:	**Wednesday, December 27, 2017**
Applicant:	**GIZMO MCWHISKERS FLUFFYCHEEKS**
Date of Birth:	**7/25/1996**
Inquiry ID/OCA:	**4474627**
Entity Account #:	**11001058**
Requesting Entity:	**AAA RESIDENTIAL SERVICES**
DSHS Oversight Program:	**DDA, Developmental Disabilities**
Background Check Type:	**Washington State Name & Date of Birth Background Check**
Shared Fingerprint:	**No**

Background Check Result

Disqualify

As of the date of the background data search, the applicant has:

Disqualifying information* reported by one or more background check data sources.

This means the applicant cannot have unsupervised access to children or vulnerable adults. If you allow the applicant to have unsupervised access to children or vulnerable adults, you may be violating federal or state regulations and your DSHS oversight program may take action against your license or contract. The applicant 's background check records are attached.

** Based on a review of the disqualifying crimes and negative actions adopted by the DSHS oversight program listed above.*

A copy of this background check result will be sent to the applicant. If the applicant wishes to dispute or clarify the information reported on this background check result, the applicant may contact the Background Check Central Unit for additional information.

If the final result for an applicant is a Review Required (Record) or Disqualify, BCCU will email or mail a copy of an applicant's final result to the email address or mailing address the applicant provided on their Background Check Authorization form.

Entities are still responsible to communicate with an applicant information about their background check results and to provide the applicant with a copy of their results if they ask for one.

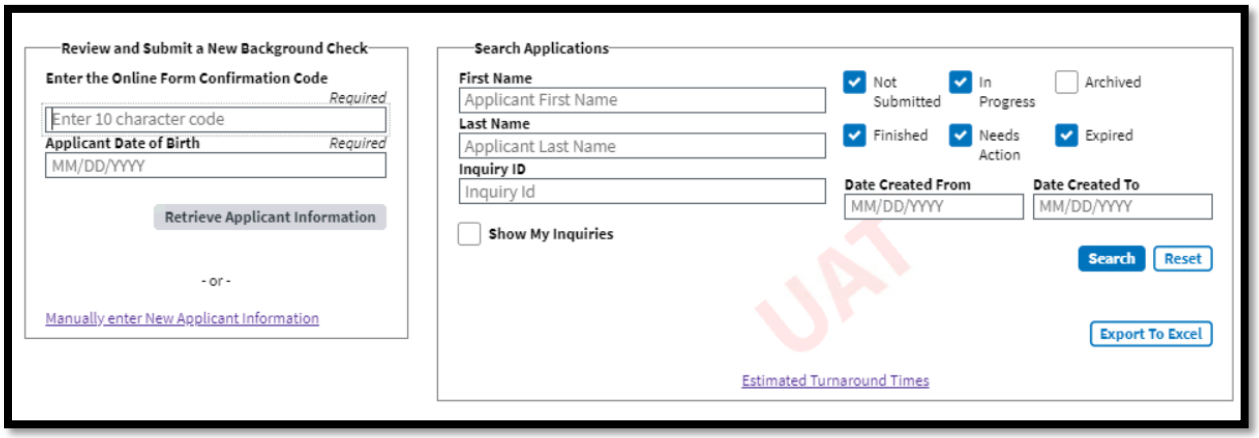
Search for Background Check Inquiries:

The search functionality finds for inquiries that have been saved and or submitted through BCS.

Reminder: Searching does not search for online Background Check Authorization forms. These can only be retrieved using the confirmation code and applicant's date of birth.

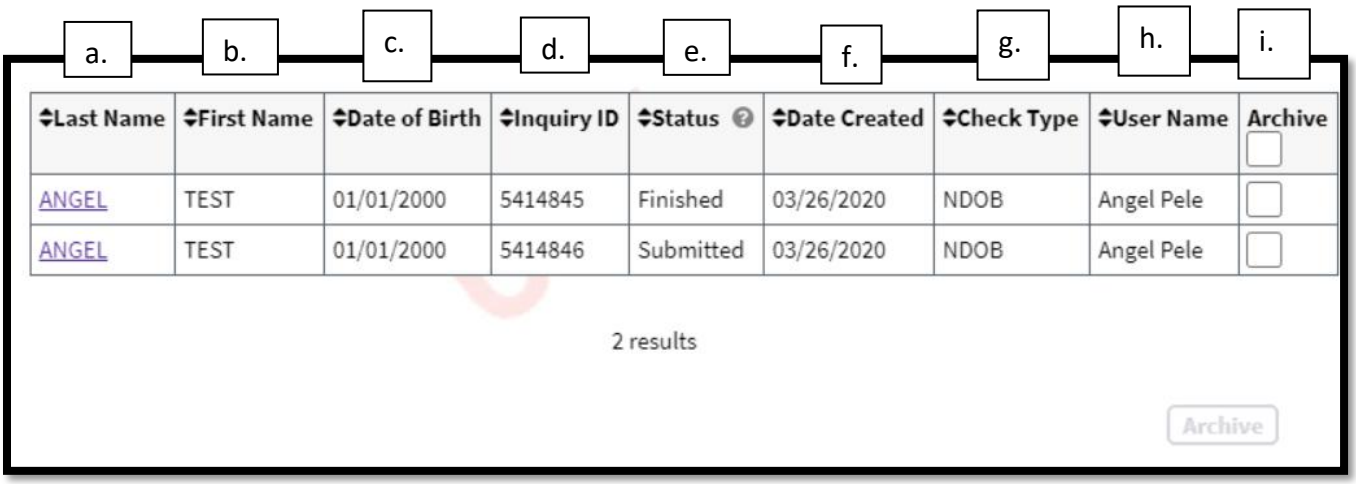
- Search functions do not return historic inquiries processed prior to BCS (June 25, 2018).
- Searching only finds inquiries saved/submitted under your open account you are logged in under.
- Searching does not search across entities/accounts.

1. To find inquiries that have been saved to BCS, you can search using any combination of the following features:



   a. Type in the applicant's name or partial names.
      i. System returns all inquiries with matching names to display in the working grid.
   b. Type in the Inquiry ID (this will return an exact match).
   c. Check or uncheck the filters to search for inquiries in progress, not submitted, etc.
      i. Filters are defined as:
         - **Not Submitted**: Incomplete and Not Submitted statuses.
         - **Finished**: Inquiries that have been Finished.
         - **Needs Action**: Any status that requires the entity user to take action.
         - **In Progress**: Pending statuses.
         - **Archived**: Inquiries which have been archived by entity users.
         - **Expired**: Expired inquiries no longer active.
   d. Click **Reset** and **Search** again to remove all filters and return all inquiries for the entity.
      i. The working grid will show all inquiries for this entity.
   e. Click **Show My Inquiries** to only display inquiries submitted by you.

2. Columns of the Working Grid can be sorted by clicking the arrows.



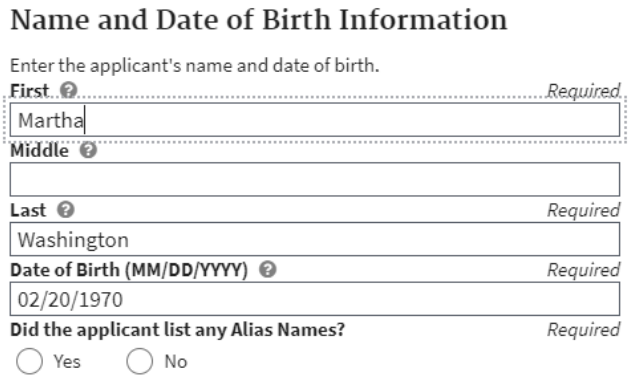
a. **Last Name**: The last name of the applicant.
b. **First Name**: The first name of the applicant.
c. **Date of Birth**: The date of birth of the applicant.
d. **Inquiry ID**: The unique number assigned to the inquiry (previously known as the OCA number).
e. **Status**: The status of the background check request.
    i. *See Understanding the Status Column on the next page or hover your mouse over the (?) to see a list of definitions.*
f. **Date Created**: The date the applicant information was saved in BCS.
g. **Check Type**: FP (Fingerprint) or NDOB (Name and Date of Birth).
h. **User Name**: The BCS user name who saved the applicant information in BCS.
i. **Archive**: The box to archive the selected background check from your working grid.

Pulling Up An Incomplete Background Check:

The **Incomplete** status indicates that the background check was not fully submitted to BCCU prior to exiting BCS. This usually indicates that the background check type was never selected for the inquiry prior to exiting, or that the background check was saved for later using the **Save for Later** button. You can pull the applicant's Background Check Authorization Form back up and continue the submission process by selecting the applicant's last name from the working grid.

Last Name	First Name	Date of Birth	Inquiry ID	Status	Date Created	Check Type
Washington	Martha		5662379	Incomplete	04/02/2021	

This will pull up the same review panel that you see when you pull up an applicant's form via their confirmation code and date of birth.



Review the form for completeness and then scroll down to the bottom and check the **I have reviewed applicant information** box. Then click **Choose Entity Information** to proceed to choosing a background check type.

If the system does not proceed to the next page, then it is likely a required field was missed on the form. Scroll up, correct any missed fields, and then click the button again to proceed to the **Choose Entity Information** page.

Understanding the Status Column

Status Column	Meaning
Incomplete	Entity saved applicant's information in BCS but has not completed picking the inquiry information and has not submitted the inquiry to BCCU.
Not Submitted	Entity saved applicant's Information in BCS but did not submit the request to BCCU.
Submitted	The inquiry has been submitted to BCCU, usually a brief status while the inquiry is transmitted to BCCU. Refresh and the inquiry should update to one of the above statuses
Pending	BCCU has received the inquiry, and it is pending in the BCCU queue to be processed, or the inquiry is actively being processed/researched by BCCU.
Withdrawn	Entity chose to withdraw the fingerprint request after the interim fingerprint result was received.
Finished	A result notification has been issued.
Pending Thumbprint	BCCU requires a thumbprint verification to be able to complete the request.
Pending Additional Information	BCCU has requested the applicant provide additional information required to complete the request. Or the inquiry includes an out of state fingerprint request related to WIN (Western Identification Network).
Interim FP Finished	An Interim Name and Date of Birth result has been issued. Entity is required to make a fingerprint check continue/withdraw decision in order to proceed with the request.
Pending Fingerprints	Applicant has not been fingerprinted yet.
Pending FP Results	Applicant has been fingerprinted. BCCU is waiting on WSP or the FBI to process fingerprints and provide a result.
Pending Reprint	The WSP or FBI rejected the fingerprints and BCCU is waiting on the applicant to be reprinted.
Expired – Not Submitted to BCCU	Entity saved a background check in BCS but did not submit to BCCU and 90 days have passed.
Expired - No Thumbprint Received	Applicant has not completed the thumbprint request and 6 months have passed since the date the thumbprint request was sent.
Expired - Add Info Not Received	Applicant did not provide additional information and 6 months have passed since the date the additional information request was sent. This includes inquiries with an out of state fingerprint request related to WIN (Western Identification Network).
Expired - Applicant Not Reprinted	Applicant was not reprinted after the fingerprints were rejected by WSP or the FBI and 372 days have passed from the date the first fingerprints were transmitted.

Expired - No Continue/Withdraw Decision	Entity has not made Continue/Withdraw decision and 6 months have passed since the date the interim fingerprint result was sent.
Expired - Applicant Not Fingerprinted	Applicant did not get fingerprinted, and 6 months have passed since the date the interim fingerprint result was sent.
Expired - FP Results Not Received	Prints have been pending for 6 months since the fingerprint notification was sent.

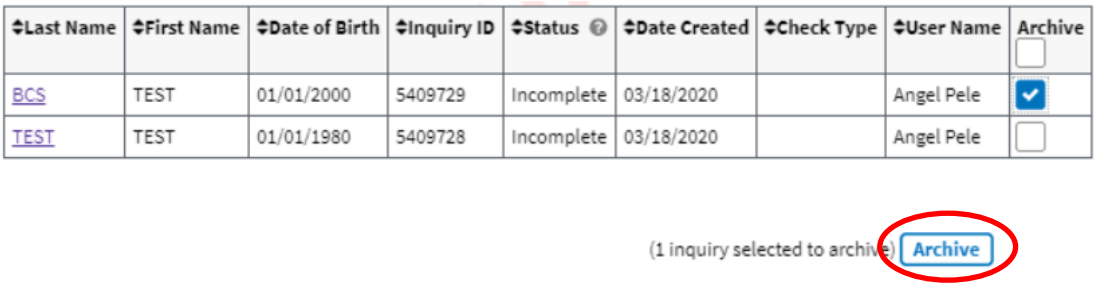
Archiving Background Checks:
You may archive background checks to remove them from standard searches on the entity homepage. Background checks in any statuses may be archived. Once a background check is archived, the status includes **Archived** before the original status. Refer to the Understanding the Status Column for description of Statuses.

Archive Background Checks

There are two ways to archive background checks: You can archive an inquiry from the Search Grid or from the Background Check Summary Page.

To archive multiple background checks at a time:

1. Search for the inquiries that you want to archive.
2. Select the checkboxes that are located next to the User Name column in the working grid to archive multiple inquiries at once.
    a. The Archive button will enable at the bottom of the page.
3. Click the **Archive** button.

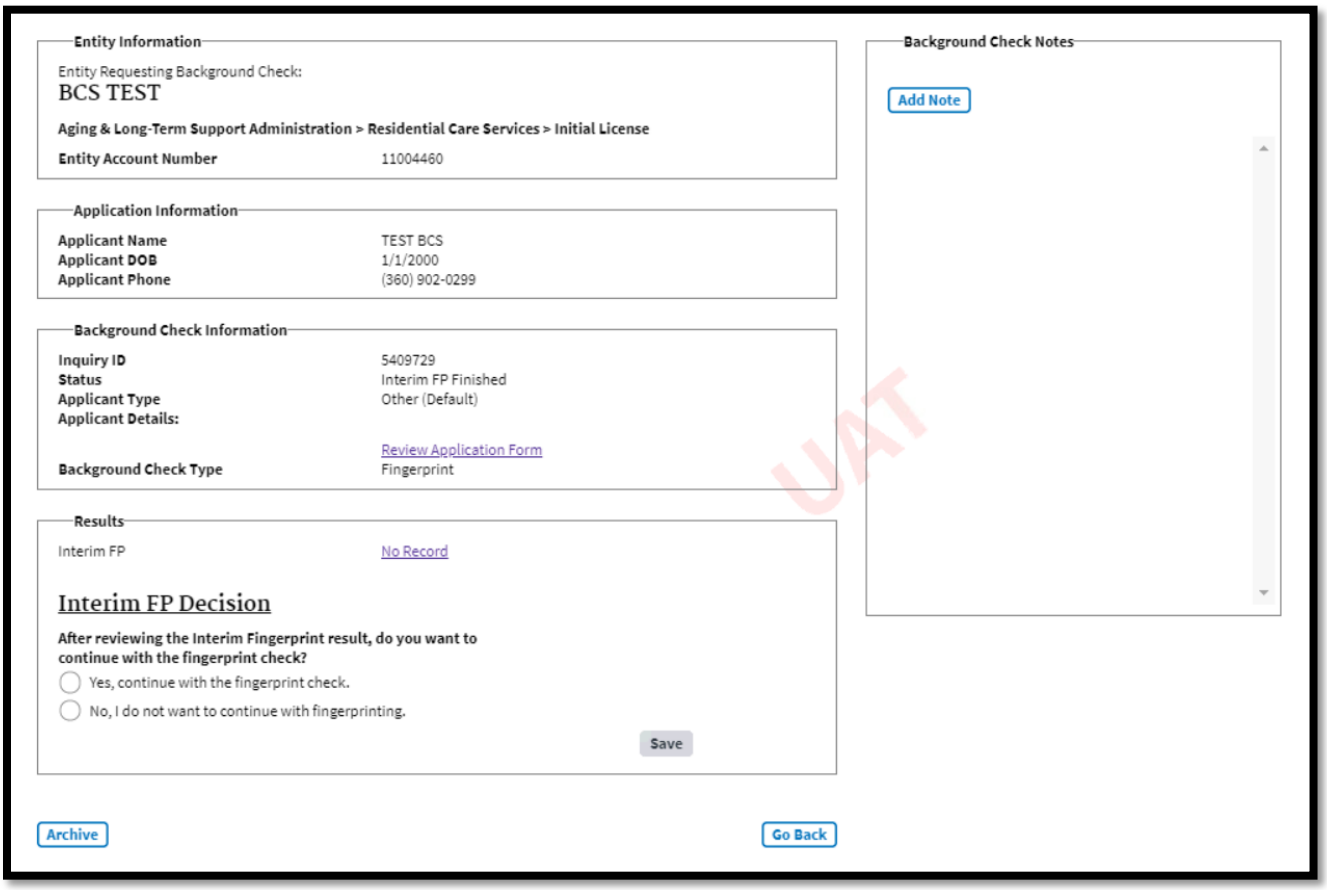


Last Name	First Name	Date of Birth	Inquiry ID	Status	Date Created	Check Type	User Name	Archive
BCS	TEST	01/01/2000	5409729	Incomplete	03/18/2020		Angel Pele	☑
TEST	TEST	01/01/1980	5409728	Incomplete	03/18/2020		Angel Pele	☐

(1 inquiry selected to archive) Archive

To archive a single background check from the Background Check Summary Page:

1. Select a background check from the search grid by clicking the hyperlink attached to the Last Name of the applicant
    a. The Archive button will display in the lower left corner if the background check is eligible to be archived.



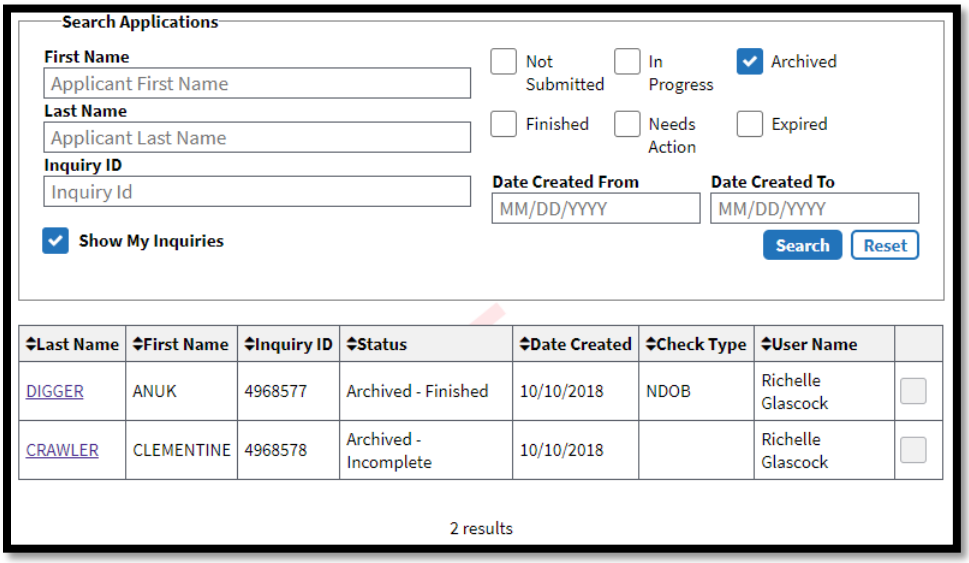
2. Click the **Archive** button.
    a. The background check status changes to **Archived – Finished** (or the Archived - original status).

Remove from Archive

Once a background check has been archived, the **Archive** button changes to **Remove from Archive**. Click the Remove from Archive button to remove the archive indicator.

Note: Archived background checks are also removed from archive if BCCU performs an action to update the status. For example, if you archive a background check in **Pending** status, the archive will remove when BCCU completes the background check.

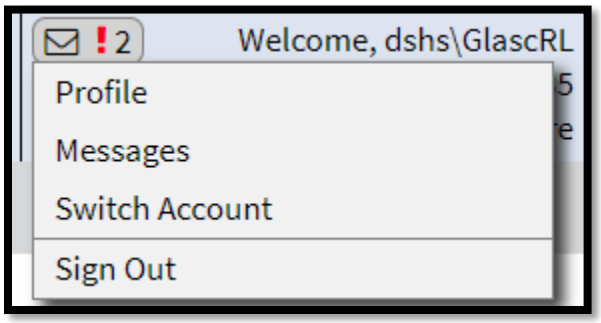
An archived background check can only be found when you click the Archived box on Search Applications.



Sign Out

To sign out of BCS:

1. Click 'Welcome' in the upper right corner of BCS.



2. Select Sign out
    a. The system closes out and takes you back to the BCS Home page.

NOTE: After 30 minutes of inactivity, you will automatically be signed out of BCS.