

Automated Background Check System (ABCS)- Application overview



Texas Department of
Family and Protective Services

April 2018

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Who is ABCS for?

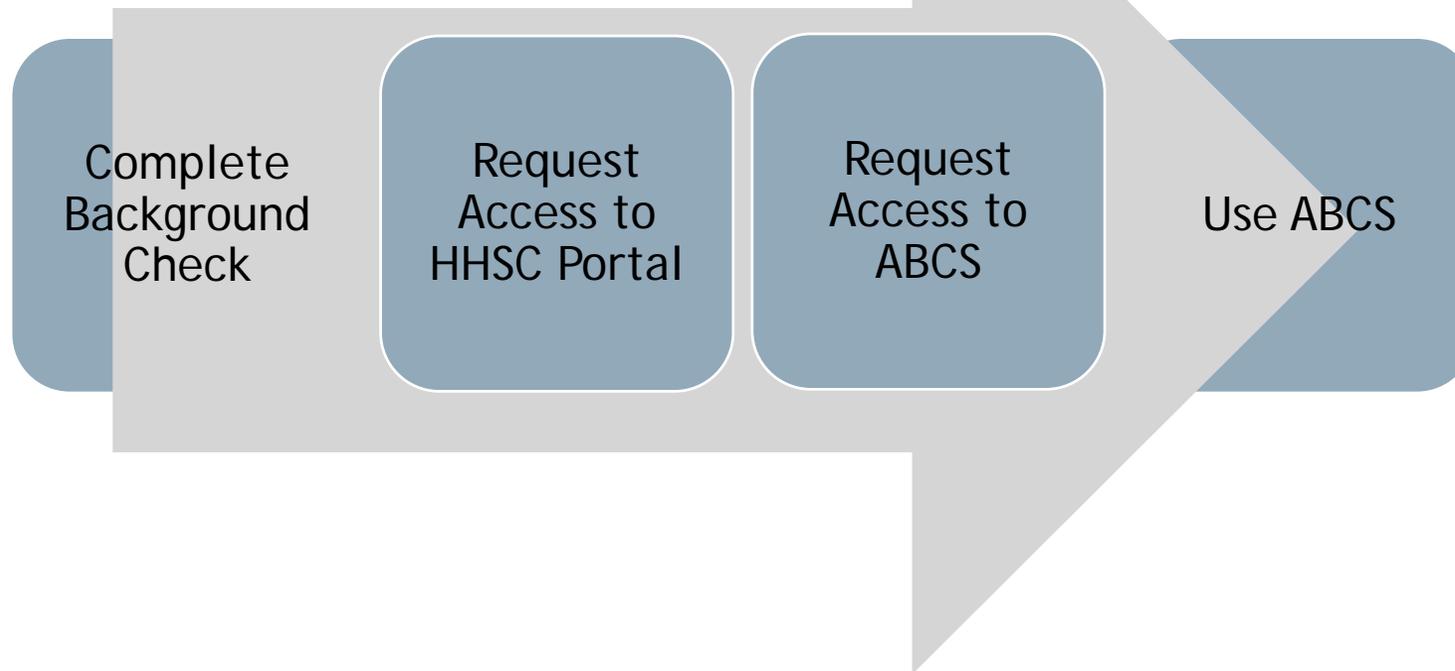
- ABCS is an online application to be used by Department of Family and Protective Services (DFPS) staff, contractors and subcontractors to electronically submit background check requests for:
 - DFPS employees,
 - DFPS volunteers/interns,
 - DFPS contractors for purchased client services (PCS), and
 - Individuals not employed by DFPS but have a business need to have direct contact with DFPS information technology resources or facilities (i.e. janitors, security guards).

ABCS Background Check types

- The following types of background checks may be requested through ABCS. The type(s) of background checks required vary depending on the contract type:
 - Abuse/Neglect History Check
 - Texas Criminal History Check (DPS Name-based)
 - National Criminal History Check (FBI fingerprint)

How do I access ABCS?

- Beginning December 2016, ABCS can be accessed solely by logging into the HHS Enterprise Portal
- Review the resource document *Requesting Access to ABCS* for step-by-step instructions for gaining access to ABCS

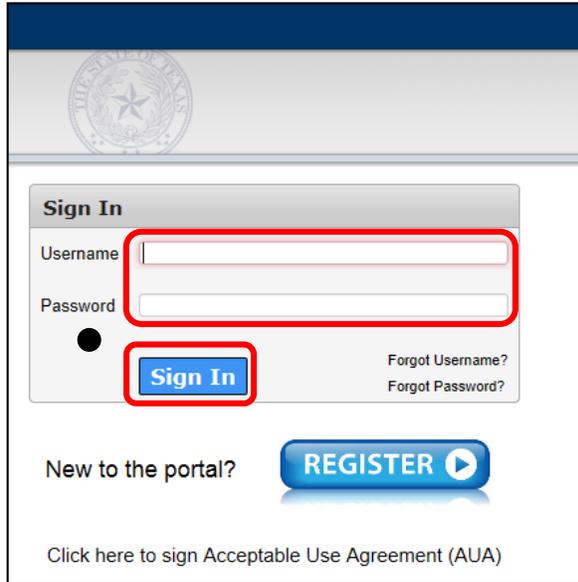


What can I do in ABCS?

- There are a variety of functions that can be performed in ABCS. The ability to perform certain functions in ABCS is based on the type of user profile that is created when ABCS access is granted.

Role Type	ABCS functions available
User	<ul style="list-style-type: none">• Submit background checks• Initiate a subject-submitted background check request• View background check submittal history, including processing status• Receive background check results (if approved)• Upload documents
Administrator	<p>**All user functions plus:</p> <ul style="list-style-type: none">• Add or Delete a user or administrator• Edit a current user or administrator's user Role and their ability to Receive Background Check Results• Edit account details• Edit the email address associated to the account• Link/Unlink Accounts
Super User (DFPS Staff only)	<p>**All user and administrator functions plus:</p> <ul style="list-style-type: none">• Register a new contract in ABCS• Edit account type• View background check submittal history, including processing status and background check determination status displayed by individual background check type requested

Logging into ABCS



Sign In

Username

Password

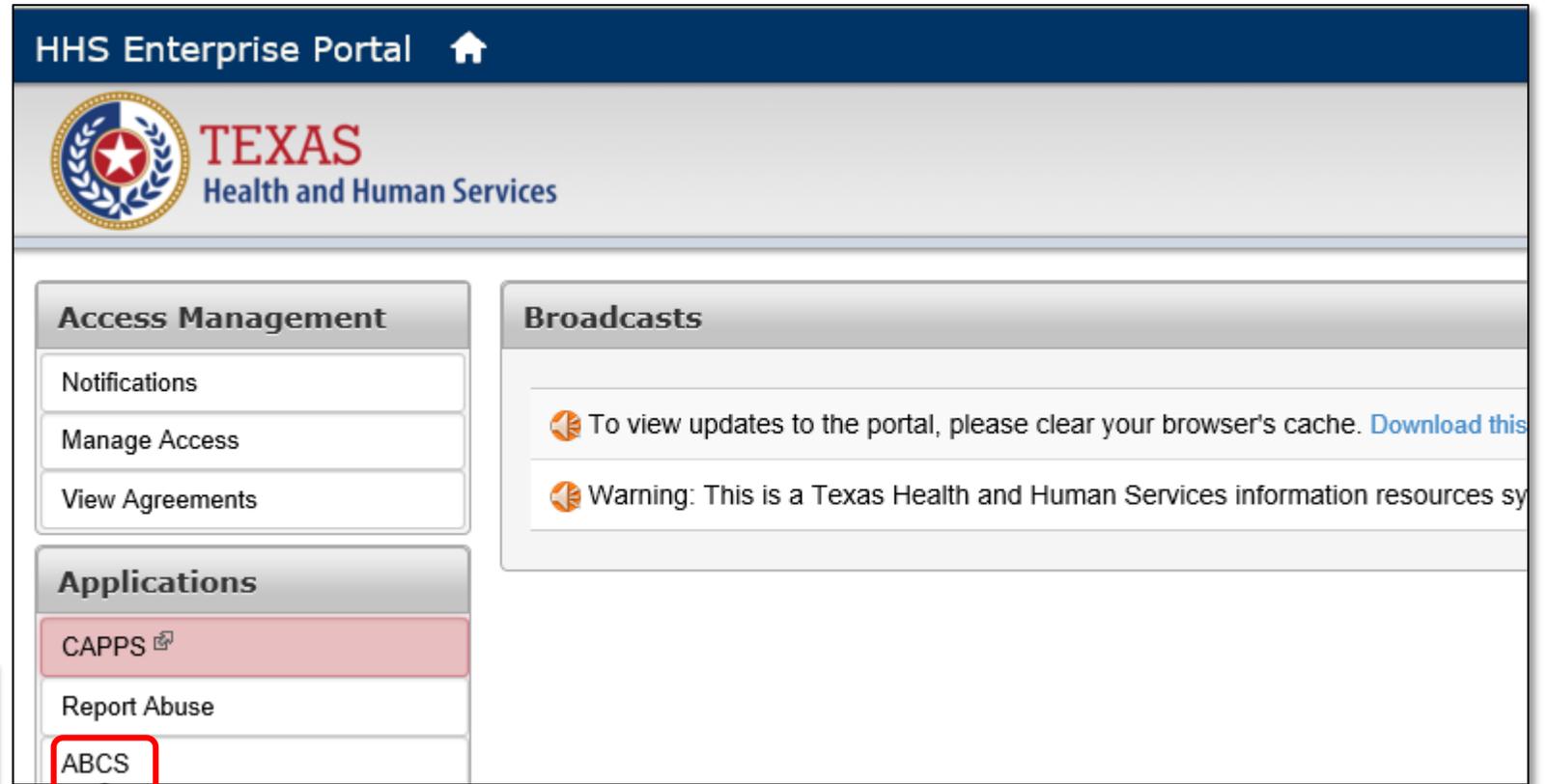
Sign In [Forgot Username?](#) [Forgot Password?](#)

New to the portal? **REGISTER**

[Click here to sign Acceptable Use Agreement \(AUA\)](#)

- Login to the HHS Enterprise Portal at <https://hhsportal.hhs.state.tx.us> entering Username and Password
- Select Sign In

**If HHS Enterprise Portal account has not yet been created, see *Requesting Access to ABCS* resource document or view *ABCS User Guide* for further instructions.



HHS Enterprise Portal

TEXAS
Health and Human Services

Access Management

- Notifications
- Manage Access
- View Agreements

Applications

- CAPPS
- Report Abuse
- ABCS**

Broadcasts

- To view updates to the portal, please clear your browser's cache. [Download this](#)
- Warning: This is a Texas Health and Human Services information resources sy

Select ABCS under Applications

Navigating to an account

DFPS staff

1. Enter Agency Account ID in the Select Account field
2. Once account has displayed, click the number of the account



Welcome My Account Log Out

TEXAS
Department of Family and Protective Services

Home | Request | Subject-Submitted Request | Account Details | Help

ABCS Home

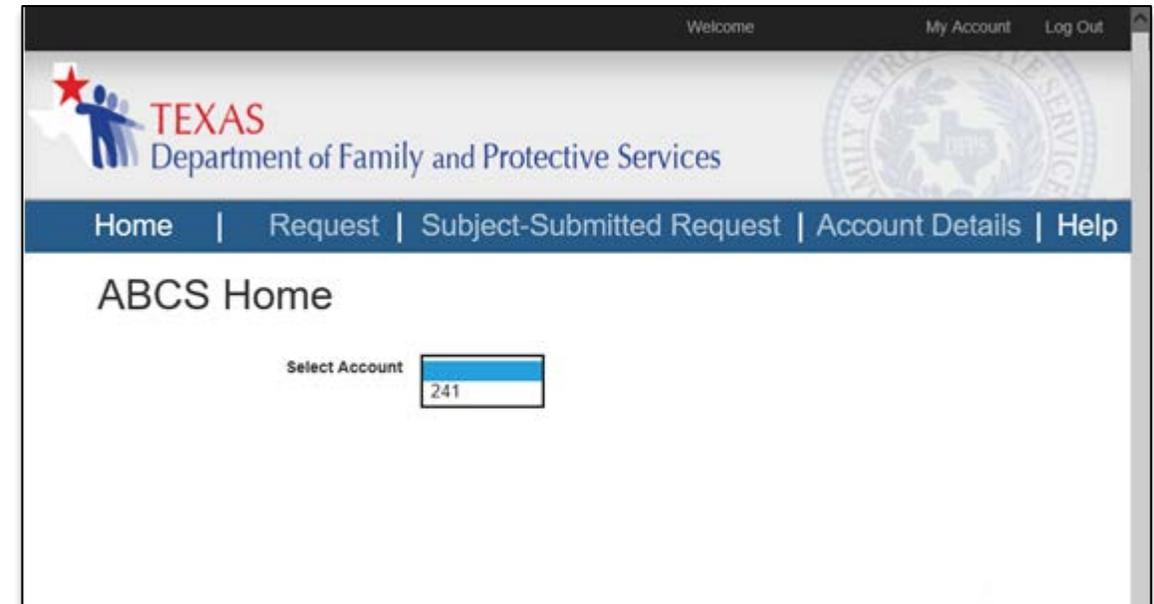
Select Account 241

Please enter at least three c

Agency Account ID	Resource Name	Account Type
241		
241		
241		

All other ABCS users, including external partners

1. Select an available account from the pop up menu



Welcome My Account Log Out

TEXAS
Department of Family and Protective Services

Home | Request | Subject-Submitted Request | Account Details | Help

ABCS Home

Select Account 241

ABCS Home Page

Home

Click the **Home** button at any time to return to the initial ABCS Home screen.

Request

Click **Request** to initiate a background check

Subject-Submitted Request

Click **Subject-Submitted Request** to send a background check request to an individual and view prior requests sent

Account Details

Click **Account Details** to view and update the ABCS profile for the account including ABCS users, account email address, and linked accounts

Help

Click **Help** for descriptions of ABCS pages and functionality

Home

Request

Subject-Submitted Request

Account Details

Help

ABCS Home

Select Account

Please enter at least three digits to find Account

Resource Name : Mickey Mouse LPC
Resource ID : 55555555
Agency Account ID : 12345678
Email Address : abcstest1@yahoo.com

Active

Inactive

Active Background Check History Records

ABCS Home Page

Resource Information

View information on file with DFPS for the specific account displayed at the top of each ABCS screen

Resource Name : Mickey Mouse LPC
Resource ID : 55555555
Agency Account ID : 12345678
Email Address : abcstest1@yahoo.com

Active

Inactive

Active/Inactive tabs

Navigate between the active and inactive tabs to locate background check history records for the account

Edit

Click **Edit** to modify and resubmit a prior background check initiated

Inactive

Click **Inactive** to notify DFPS when an individual is no longer employed or affiliated with the account

Active Background Check History Records

To sort, click on a column header.

Subject	Subject Date of Birth	Check Date	Requestor	Recheck Date	
Mouse, Mickey	10/10/1965	03/27/2016	Torp,Angela M	03/27/2018	Edit Inactive

BGC History Records

View a log of background checks initiated for an account

ABCS Home Page

ABCS Home

Select Account

Please enter at least three digits to find Account

Resource Name : Joe's Counseling
Resource ID : 12345678
Agency Account ID : 12345678
Email Address : abcstest1@yahoo.com

Active

Inactive

Active Background Check History Records

To sort, click on a column header.

Subject	Subject Date of Birth	Check Date	Requestor	Recheck Date	
<input type="text"/>					
Mouse, Mickey	04/29/1974	01/05/2017	Perez,Jenny	01/08/2017	Edit Inactive
John, Jimmy	02/19/1954	01/05/2017	Perez,Jenny	01/08/2017	Edit Inactive

Additional Resources

Links to additional DFPS and government resources are located at the bottom of each page

Submitting a Background Check

There are four ways a background check can be completed by a user in ABCS:

1. Submit an *initial* background check by clicking the Request tab



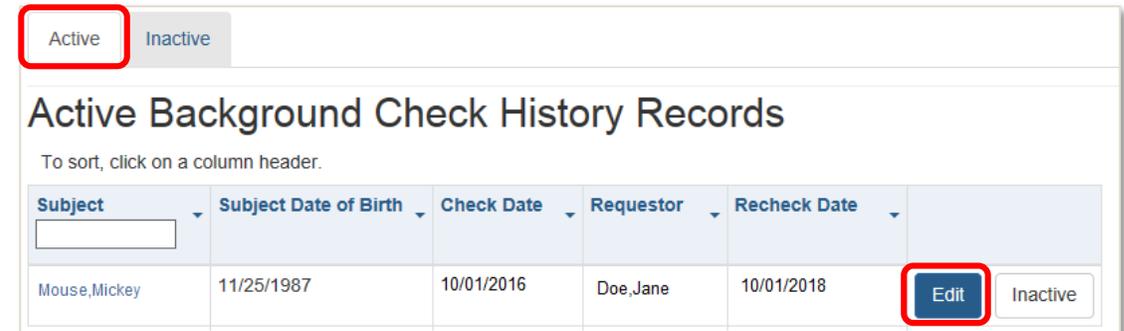
Home Request Subject-Submitted Request | Account Details | Help

2. Send an email to the background check subject to complete the background check request



Home | Request | Subject-Submitted Request | Account Details | Help

3. Resubmit a *renewal* background check by locating the subject on the **Active** background check history records section and clicking the **Edit** button



Active Inactive

Active Background Check History Records

To sort, click on a column header.

Subject	Subject Date of Birth	Check Date	Requestor	Recheck Date	
Mouse, Mickey	11/25/1987	10/01/2016	Doe, Jane	10/01/2018	Edit Inactive

4. Resubmit an *expired* background check by locating the individual on the **Inactive** background check history records section and clicking the **Edit** button



Active Inactive

Inactive Background Check History Records

To sort, click on a column header.

Subject	Subject Date of Birth	Check Date	Inactivated By	Inactivated Date	
Mouse, Minnie	05/01/1994	09/01/2016	Doe, Jane	09/15/2016	Edit

- Once a background check has been initiated by using one of the four ways mentioned, you will complete the Background Check Request submittal form providing unique identification information for the subject of the background check and their anticipated or current role with the organization.

Name

Enter the background check subject's **First** and **Last Name**, and additional applicable name fields (**Middle Name**, **Maiden Name**, **Suffix**)

**If Maiden Name is entered, an entry will be automatically added to the Alternate Name section upon submission

Alternate Name(s)

If the background check subject has used additional variations of their name at any point in the past, they must be entered in the **Alternate Name** section.

Enter an alternate name in the fields provided and select **Add**. Enter additional alternate names using the same process.

First Name	Middle Name	Last Name	Suffix	
John		Doe		<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Once added, names will be logged and can be modified or deleted using the **Edit** and **Delete** buttons that display.

Resource Name : ABCS test resource
 Resource ID : 123
 Contract ID : 241
 Email Address : abcstest1@yahoo.com

Background Check Request

*Required Field

Please click the link below to review the policy, expectations, and/or requirements related to background check requests processed by DFPS.
http://www.dfps.state.tx.us/background_checks

Name

● * First Name: Middle Name: * Last Name:

Maiden Name: Suffix:

Alternate Name(s)

● Alternate First Name: Alternate Middle Name:

Alternate Last Name: Alternate Suffix:

Add

Social Security Number

If this person has been issued a Social Security Number (SSN), it must be provided to ensure the background check result is valid. If this person does not have a SSN, you must enter a valid alternate number type.

* Does this person have a Social Security Number? Yes No

Social Security Number

In order to submit the background check, a Social Security Number (SSN) or Alternate Number for identification verification **must** be provided. If the background check subject is not a U.S. citizen and does not have a SSN, an alternate form of identification may be provided.

Select appropriate radio button to question indicating whether subject of background check has a SSN.

* If individual has a valid SSN, you *must* select Yes. Failure to provide SSN when available will invalidate the background check request.*

Valid Social Security Number

1. Enter and confirm SSN in the fields provided

Social Security Number

If this person has been issued a Social Security Number (SSN), it must be provided to ensure the background check result is valid. If this person does not have a SSN, you must enter a valid alternate number type.

* Does this person have a Social Security Number? Yes No

111-11-1111
* Social Security Number: * Confirm Social Security Number:

No Social Security Number

1. Select an Alternate Number Type from the drop down options
2. Enter and confirm Alternate Number for identification in the fields provided

Social Security Number

If this person has been issued a Social Security Number (SSN), it must be provided to ensure the background check result is valid. If this person does not have a SSN, you must enter a valid alternate number type.

* Does this person have a Social Security Number? Yes No

Alternate Number

* Alternate Number Type:
Canadian SIN
Driver's License #
Military ID
Passport #
Perm. Res. Card #
State Photo ID #
* Alternate Number: * Confirm Alternate Number:

* Alternate Number Type:
* Alternate Number: * Confirm Alternate Number:

State Identification

If the background check subject has a driver's license or state issued identification that was not provided as an alternate identification number, it can be entered in the **State Identification** section. Providing the additional information will further assist the Centralized Background Check Unit staff when processing the background check.

- Select **State ID Type** and **ID State** from the drop down options provided
- Enter **ID #** in the field provided

State Identification

State ID Type:

ID #:

ID State:

Birth Information

MM/DD/YYYY

* Birth Date:



* Gender:

Birth City:

Birth State:

Birth Information

Enter birth information regarding the background check subject to include date of birth, gender, and birth city/state

Race/Ethnicity

- Select the applicable ethnicity of the background check subject from the drop down options provided.

* Ethnicity:

* Race:

Please check

Unab

Native

Declined to Indicate

Hispanic

Not Hispanic

Unable to Determine

Native Hawaiian/Pacific

- Select the checkboxes for all identified race(s) of the background check subject.

Race / Ethnicity

* Ethnicity:

* Race:

Please check all that apply.

- Unable to Determine Am Indian/AK Native White Declined to Indicate
- Native Hawaiian/Pacific Isl Black Asian

Account Information

* External User Type:

* Role/Job Duty:

Department ID:

Requisition Number:

HHSC Purchase Order Number:

* Eligible for DFPS Case Connection? Yes No

****DFPS New Hires ONLY****
All other users leave blank
 Enter Department ID and Requisition Number in the fields provided

Account Information

- Select **External User Type** from the drop down options (*For some populations, this is pre-selected for you)

* External User Type:	Applicant
	County
	Intern
Department ID:	Other State Agency
	Outsourced
	Service Provider
	Vendor
	Volunteer

HHSC Purchase Order Number:

- Enter additional specification regarding the background check subject's **role or job duty** with the organization (i.e. Therapist, Office Staff, Accountant, etc.)

****CASA ONLY****

Select appropriate radio button to question indicating whether subject of background check is eligible for DFPS Case Connection access

****HHSC Vendors ONLY****

All other users leave blank
 Enter HHSC Purchase Order Number in the field provided

Current Address

Enter the current address for the background check subject in the required fields and select **Validate Address**

*Additional information regarding the validation process is located on the following slide

Current Address

Address entered must be validated prior to submitting the background check request.

Please enter a physical address. P.O. Boxes cannot be used.

* Current Street Address 1:

Current Street Address 2:



* Current City:

* Current County:

* Current State:

* Current Zip Code:

Validate Address

If displayed, select appropriate radio button to the question indicating whether subject of background check has lived outside of Texas in the listed period of time.

- 2 years (External Access or HHSC Vendors)- FBI fingerprint or Out of State Criminal History check is required
- 5 years (DFPS Contractors)- FBI fingerprint check is required

* Has this person lived outside of Texas in the last 2 years?

Yes

No

* Has this person lived outside of Texas in the last 5 years?

Yes

No

If exact address IS found

Select the radio button for the suggested address *or* select the entered address if original address is correct and click **Use Selected Address**

Current Address Validation ✕

Entered Address Suggested Address

Street Address 1:	1500 Main St.	Street Address 1:	1500 MAIN ST
Street Address 2:		Street Address 2:	
City:	Dallas	City:	DALLAS
County:		County:	DALLAS
State:	Texas	State:	Texas
Zip Code:		Zip Code:	75201-4815

If no suggested address IS found

View message indicating address could not be validated as entered.
Click **Use Selected Address** to return to background check entry page

Confirm address entered was complete and valid as intended.

- If incorrect, edit and reattempt validation
- If correct, continue to next section

Current Address Validation ✕

Entered Address Suggested Address

Street Address 1:	1 Congress Ave.	
Street Address 2:		
City:	Austin	
County:	TRAVIS	
State:	Texas	
Zip Code:	77777	

Address could not be validated as entered. Modify and reattempt validation or use entered address if correct.

Previous Address(es)

Enter the previous physical address(es) for the background check subject in the fields provided and select **Validate Address**

Complete the validation process outlined on the previous slide. Once the appropriate address validation selection has been made, select **Add**

Repeat steps for all previous physical addresses for the background check subject

Previous Address(es)

Address(es) entered must be validated prior to submitting the background check request.

Please enter a physical address. P.O. Boxes cannot be used.

Previous Street Address 1:

Previous Street Address 2:

Previous City:

Previous County:

Previous State:

Previous Zip Code:

Validate Address

Add

Once added, previous address entries will be logged and can be modified or deleted using the **Edit** and **Delete** buttons that display.

Address Line 1	Address Line 2	City	County	State	Zip		
10 E 2ND ST		AUSTIN	TRAVIS	Texas	78701-4649	Edit	Delete
10 MAIN ST		ATLANTA	OUT OF STATE	Georgia		Edit	Delete

Contact Information

Select Primary Phone Type from the drop down options provided.

* Primary Phone Type:

Secondary Phone Type:

Contact Method for Fingerprint Scheduling:

mail:

- Business
- Business-cell.
- Business-fax
- Business-pager
- Fac Residence
- Family/Relative
- Friend/Neighbor
- On-Call
- Other
- Payphone
- Residence
- Residence-cell.
- Residence-fax
- Residence-pager
- School
- Switchboard
- TDD/TTY

Enter Primary Phone number for the background check subject and Primary Extension (if applicable) in the fields provided

Contact Information

* Primary Phone Type: 555-555-1234 * Primary Phone: Primary Extension:

Secondary Phone Type: 555-555-1234 Secondary Phone: Secondary Extension:

* Contact Method for Fingerprint Scheduling:

example@email.com Email: Confirm Email: example@email.com

If applicable, select Secondary Phone Type and enter Secondary Phone number and Secondary Extension for the background check subject

Enter and confirm the Email address for the background check subject

*Note: some populations require an email address to be entered

If FBI fingerprints are required, select the preferred contact method for fingerprint scheduling for the background check subject.

Email

Primary Phone

Secondary Phone

The contact method selected will be used by background check subject to schedule their fingerprinting appointment and by the fingerprinting vendor to contact the individual, if needed.

Additional instructions on the fingerprinting process can be viewed on the DFPS Background Check website:
http://www.dfps.state.tx.us/Background_Checks/fingerprinting.asp

****PCS Contractors ONLY****

Select appropriate radio buttons responding to the disclosure questions listed.

Purchased Client Services

Will this person ever transport DFPS Clients? Yes No

Please record answers as found on the 2970c Disclosure Form.

1. Has this person ever been convicted of or pleaded "guilty" or "no contest" to a felony or misdemeanor as an adult or juvenile? Include deferred or probated adjudications as well as convictions that have been set aside. Yes No

2. Is this person currently charged with (indictment or official criminal complaints by county or district court) a felony or misdemeanor? Yes No

3. Has this person ever been or is this person currently being investigated for allegedly abusing, neglecting, or exploiting a child, an elderly person, or a person with disabilities? Yes No

****DFPS Staff ONLY****

The Type of Check section will display containing the ability to select/unselect the background check types available in ABCS. Background check types will be pre-selected based on contract type, but can be modified for an individual background check in this section if needed.

Type of Check

Please check all that apply.

*** Background Check Type:**

Abuse/Neglect History Check DPS Criminal History Check FBI Check

Cancel

Save

Next>>

Once background check request form has been completed, select Next to continue to the confirmation page.

If you are not ready to submit the background check, but want to save your entry to be completed at a later time, select Save

To cancel the background check request altogether, select Cancel

Background Check Request Errors

If any errors are identified with the background check request form after attempting to transition to the next step, an error message will populate at the top of the page identifying the error and details about the data that is missing or in the invalid format

Click on the error to be taken to the section of the page where the error was identified

Your information contains 17 errors

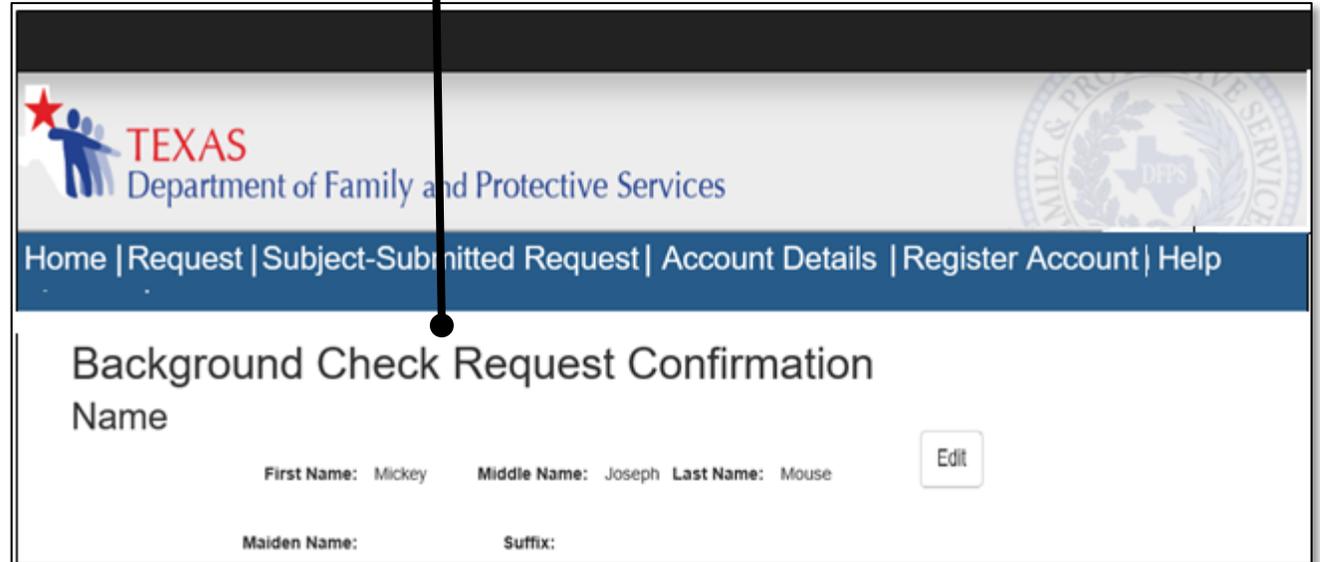
- **First Name:** This field is required.
- **Last Name:** This field is required.
- **Do you have a Social Security Number?:** This field is required.
- **Birth Date:** This field is required.
- **Gender:** This field is required.
- **Ethnicity:** This field is required.
- **Race:** This field is required.
- **External User Type:** This field is required.
- **Role/Job Duty:** This field is required.
- **Current Street Address 1:** This field is required.
- **Current City:** This field is required.
- **Current County:** This field is required.
- **Current State:** This field is required.
- **Current Zip Code:** This field is required.
- **Lived outside of Texas?:** This field is required.
- **Primary Phone Type:** This field is required.
- **Primary Phone:** This field is required.

Background Check Request Confirmation

If no errors are observed on the background check request form, you will be directed to the background check request confirmation page.

**This does not indicate the request has been successfully submitted. Review the data entered and scroll to the bottom of the page to complete the request.

If any edits are needed, select the **Edit** button displayed to the right of the applicable section to modify the applicable data



TEXAS
Department of Family and Protective Services

Home | Request | Subject-Submitted Request | Account Details | Register Account | Help

Background Check Request Confirmation

Name

First Name: Mickey Middle Name: Joseph Last Name: Mouse

Maiden Name: Suffix:

Background Check Request Confirmation cont.

When all data entered has been reviewed and confirmed to be correct, scroll to the bottom of the page to complete the authorization statements and finalize submittal.

Read all displayed authorization statements confirming review and acceptance by clicking the checkbox to the left of each statement.

Type of Check

Edit

- ✓ Abuse/Neglect History Check
- ✓ DPS Criminal History Check
- ✗ FBI Check

Acknowledgements

Authorization statements must be checked in order to submit this request.

- I verify that the subject of this background check request has signed (either manually or electronically) a disclosure statement regarding any existing criminal or abuse/neglect history.
- I verify that the subject of this background check request has signed (either manually or electronically) a consent to release of information regarding any criminal or abuse/neglect history.
- By checking the preceding box, I verify that I am authorized to submit this background check request for my organization and that I have confirmed that the information submitted is correct to the best of my knowledge. I have viewed the identification documents of the subject of this background check and confirmed that they match what has been provided here. DFPS may seek independent validation of any information contained in this request. Any misrepresentation or omission of required information may result in an automatic denial of clearance from the Department and/or automatic revocation of access to this website.

Cancel Submit

Type of Check

Edit

- ✓ Abuse/Neglect History Check
- ✓ DPS Criminal History Check
- ✗ FBI Check

Acknowledgements

Authorization statements must be checked in order to submit this request.

- I verify that the subject of this background check request has signed (either manually or electronically) a disclosure statement regarding any existing criminal or abuse/neglect history.
- I verify that the subject of this background check request has signed (either manually or electronically) a consent to release of information regarding any criminal or abuse/neglect history.
- By checking the preceding box, I verify that I am authorized to submit this background check request for my organization and that I have confirmed that the information submitted is correct to the best of my knowledge. I have viewed the identification documents of the subject of this background check and confirmed that they match what has been provided here. DFPS may seek independent validation of any information contained in this request. Any misrepresentation or omission of required information may result in an automatic denial of clearance from the Department and/or automatic revocation of access to this website.

Cancel Submit

When all authorization statements have been checked, the Submit button will become enabled.

Select **Submit** to complete the background check request entry.

Once the background check has been submitted, the page will refresh to the ABCS Account Home page where the background check subject's name can be viewed on the Active background check history records list

Active	Inactive
Subject	Subject Date
Doe, John	

Submitting a Background Check

ABCS Subject-Submitted Request

- If the organization prefers the background check subject to complete the background check request form entering their own personal data, this can be initiated through the **Subject-Submitted Request** page

The screenshot shows the 'Subject-Submitted Request' page. At the top is a navigation bar with links for Home, Request, Subject-Submitted Request, and Account Details. Below the navigation bar, there are fields for Resource Name, Resource ID, Agency Account ID, and Email Address. The main heading is 'Subject-Submitted Request' with a '*Required Field' label. The form contains four input fields: Subject First Name, Subject Last Name, Subject Email, and Confirm Subject Email. Below the form is an authorization statement: 'Authorization statement must be checked in order to submit this request.' with a checkbox and the text 'It is the responsibility of the contractor to ensure the accuracy of the data submitted for the background check by reviewing supporting...'. There are 'Cancel' and 'Submit' buttons. Below the form is a section for 'Pending Subject-Submitted Requests' with tabs for 'Pending' and 'Expired'. A table with columns for First Name, Last Name, Email, Requestor, and Date Sent is shown. Three callout boxes provide additional information: one points to the navigation bar, another to the Subject-Submitted Request heading, and a third to the Pending Subject-Submitted Requests section.

Subject-Submitted Request
Click Subject-Submitted Request to send a background check request to an individual and view prior requests sent

Subject-Submitted Request
Initiate a subject-submitted request email by entering basic information about the background check subject

Subject-Submitted Request History
View prior subject-submitted requests including those that are still pending or expired

Home | Request | Subject-Submitted Request | Account Details

Resource Name :
Resource ID :
Agency Account ID :
Email Address :

Subject-Submitted Request *Required Field

* Subject First Name : * Subject Last Name :

example@email.com example@email.com

* Subject Email : * Confirm Subject Email :

Authorization statement must be checked in order to submit this request.

It is the responsibility of the contractor to ensure the accuracy of the data submitted for the background check by reviewing supporting...

Cancel Submit

Pending Expired

Pending Subject-Submitted Requests

To sort, click on a column header.

First Name	Last Name	Email	Requestor	Date Sent
------------	-----------	-------	-----------	-----------

Initiate Subject-Submitted Request

- Select **Subject-Submitted Request** from the ABCS main tab bar
- Enter the background check subject's **First and Last Name**
- Enter and confirm the background check subject's **Email address**
- Complete any additional fields displayed, if applicable (Department ID, Requisition Number, HHSC Purchase Order Number)

Home | Request | Subject-Submitted Request | Account Details | Help

Resource Name : Therapy, Inc.
Resource ID : 12345678
Agency Account ID : 55555555
Email Address : abcstest1@yahoo.com

Subject-Submitted Request *Required Field

* Subject First Name : * Subject Last Name :

example@email.com example@email.com

* Subject Email : * Confirm Subject Email :

Authorization statement must be checked in order to submit this request.

It is the responsibility of the contractor to ensure the accuracy of the data submitted for the background check by reviewing supporting documents.

Read the displayed authorization statement confirming review and acceptance by clicking the checkbox to the left of the statement. Once authorization statement has been checked, the Submit button will become enabled.

Select **Submit** to complete the request and send an email to the background check subject at the email address provided.

Authorization statement must be checked in order to submit this request.

It is the responsibility of the contractor to ensure the accuracy of the data submitted for the background check by reviewing supporting documents.

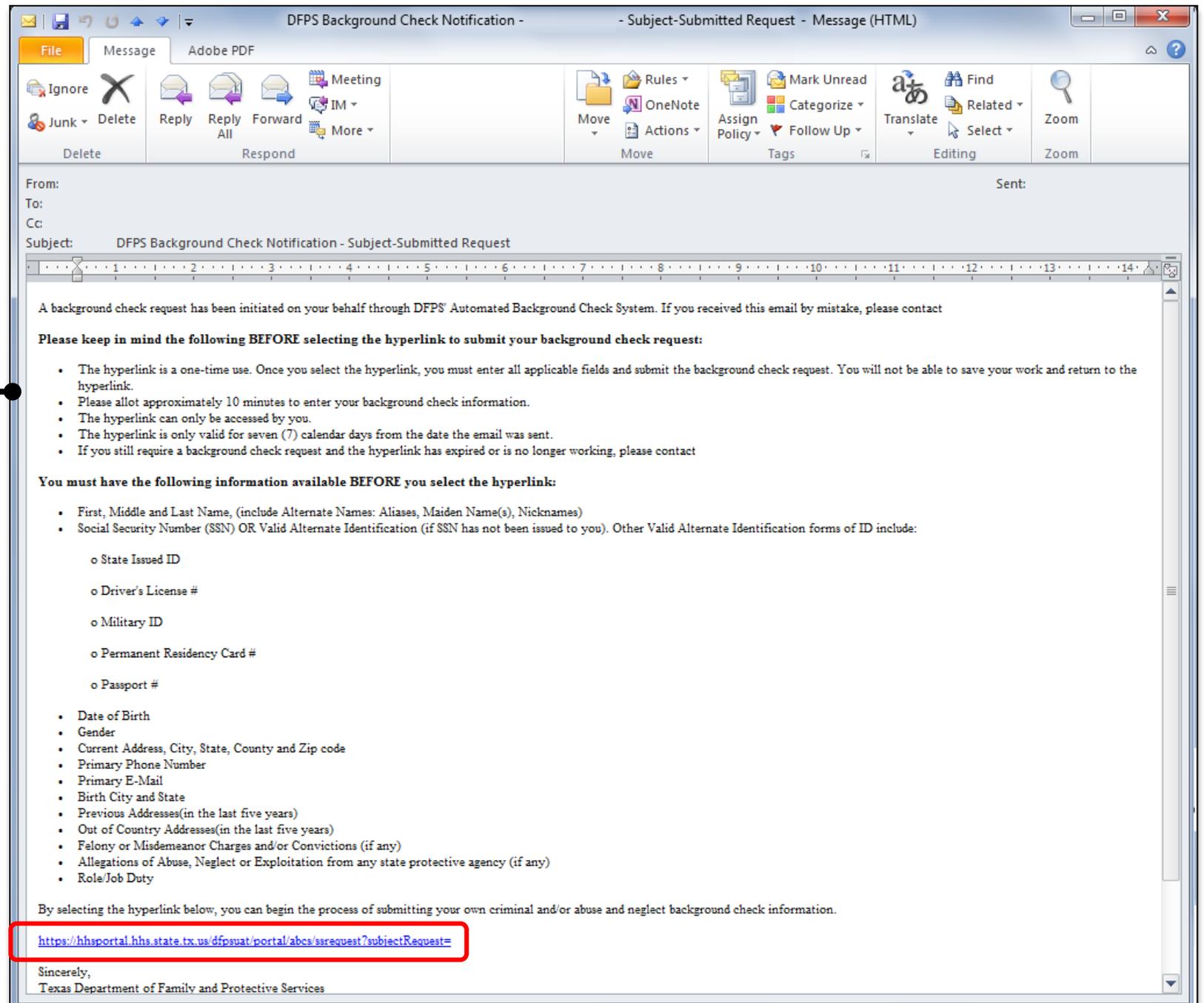


Subject-Submitted Request Email

The background check subject will receive an email similar to the one displayed here containing instructions on what is required to complete the background check request and a hyperlink to begin the submittal process.

****Note:** The hyperlink contained in the email is for one-time use only and will remain active for only 7 days from the date the email was sent.

To begin, background check subjects will click the hyperlink to be directed to the background check request page. The page will pre-fill information entered with the subject-submitted request, and require the subject to enter the remaining fields as outlined in prior slides.



The screenshot shows an email client window with the following details:

- From:** Sent:
- To:**
- Cc:**
- Subject:** DFPS Background Check Notification - Subject-Submitted Request

The email body contains the following text:

A background check request has been initiated on your behalf through DFPS' Automated Background Check System. If you received this email by mistake, please contact

Please keep in mind the following BEFORE selecting the hyperlink to submit your background check request:

- The hyperlink is a one-time use. Once you select the hyperlink, you must enter all applicable fields and submit the background check request. You will not be able to save your work and return to the hyperlink.
- Please allot approximately 10 minutes to enter your background check information.
- The hyperlink can only be accessed by you.
- The hyperlink is only valid for seven (7) calendar days from the date the email was sent.
- If you still require a background check request and the hyperlink has expired or is no longer working, please contact

You must have the following information available BEFORE you select the hyperlink:

- First, Middle and Last Name, (include Alternate Names: Aliases, Maiden Name(s), Nicknames)
- Social Security Number (SSN) OR Valid Alternate Identification (if SSN has not been issued to you). Other Valid Alternate Identification forms of ID include:
 - State Issued ID
 - Driver's License #
 - Military ID
 - Permanent Residency Card #
 - Passport #
- Date of Birth
- Gender
- Current Address, City, State, County and Zip code
- Primary Phone Number
- Primary E-Mail
- Birth City and State
- Previous Addresses(in the last five years)
- Out of Country Addresses(in the last five years)
- Felony or Misdemeanor Charges and/or Convictions (if any)
- Allegations of Abuse, Neglect or Exploitation from any state protective agency (if any)
- Role/Job Duty

By selecting the hyperlink below, you can begin the process of submitting your own criminal and/or abuse and neglect background check information.

<https://hhsportal.hhs.state.tx.us/dfpsuat/portal/abcs/ssrequest?subjectRequest=>

Sincerely,
Texas Department of Family and Protective Services

Pending Subject-Submitted Requests

Until a subject-submitted request is accessed or the request expires, the details of the request can be viewed on the **Pending Subject-Submitted Requests** section on the Subject-Submitted Request page.

Pending **Expired**

Pending Subject-Submitted Requests

To sort, click on a column header.

First Name	Last Name	Email	Requestor	Date Sent
Abraham	Lincoln			

Pending **Expired**

Expired Subject-Submitted Requests

First Name	Last Name	Email	Requestor	Date Sent

Expired Subject-Submitted Requests

When a background check link has not been completed by the subject within 7 days of when it was sent, record of the subject-submitted request will be displayed on the **Expired Subject-Submitted Requests** section on the Subject-Submitted Request page. If a background check is still needed for the individual, the provider must send a new subject-submitted request link or initiate the background check directly in ABCS.

ABCS Account Details

Home | Request | Subject-Submitted Request | Account Details | He

Resource Name : Therapy, Inc
Resource ID : 12345678
Agency Account ID : 55555555
Email Address : abcstest1@yahoo.com

Account Details
Click Account Details to view and update the ABCS profile for the account including ABCS users, account email address, and linked accounts

Account Details

*Required Field

Current User List

Add new users to (Administrators and DFPS staff only) or view existing users of ABCS for the listed account (All users)

Current User List

* Name :

* User Role :

* Receive Background Check Results :

Add

Name	User Role	Email	Receive Background Check Results

No items found

Account Email Address

Account Email : abcstest1@yahoo.com

Edit

Account Email Address
Edit account email address (Administrators and DFPS staff only) or view email address for the account (All users)

ABCS Account Details

Account Type

Edit account type (DFPS Staff only) or view account type (All users)

Account Type

Account Type : PCS / PEI

Edit

Linked Accounts

Link To Agency Account ID :

Link

Linked Agency Account ID	
24061246	Unlink
23972005	Unlink

Linked Accounts

Link accounts with the same resource ID (Administrators and DFPS staff only) or view linked accounts (All users)

- Contract Administrators and DFPS staff have the ability to add new users to ABCS, as well as, modify the user access settings of existing ABCS users in the **Current User List** section of the Account Details Page

Edit/Delete User Access

- Use the Edit button to modify user access
- Use the Delete buttons to delete a user. When a user is still employed by or affiliated with the contract but is no longer authorized to submit or view information regarding background checks for the contract, he/she must be deleted as a user.

Name of User
Select the **Name** of the user to add from the drop down options displayed. (**If user is not displayed, user has not been granted access to ABCS in the HHS Enterprise Portal. View the ABCS Requesting Access Training for guidance.)

* Name :

Current User List

* Name :

* User Role :

* Receive Background Check Results :

Name	User Role	Email	Receive Background Check Results	
	Administrator	abcstest1@yahoo.com	Yes	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

User Role
Select the **User Role** the individual is authorized for from the drop down options provided.

* User Role :

Result Authorization
Select Yes/No regarding whether the individual is approved to **Receive Background Check Results** for background checks they submit in ABCS. (*If individual is not approved, background check result notifications generated from background check submitted by the user will be sent to the email address listed for the account

* Receive Background Check Results :

Add User
Once all drop down selections have been made, select **Add** to add user to the Current User List

Name	User Role	Email	Receive Background Check Results	
Henson, Jim	Administrator	abcstest@dfps.state.tx.us	Yes	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Fauna, Flora	User	abcstest@dfps.state.tx.us	No	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Account Email Address

Contract Administrators and DFPS Staff ONLY

- Select **Edit** in the account email address section. Enter and confirm new email address.

*Account Email :

abcstest2@yahoo.com Cancel Save

example@email.com

*Confirm Account Email :

abcstest2@yahoo.com

example@email.com

- Select **Save**

Account Type

DFPS Staff ONLY

- Select **Edit** in the account type section. Select new account type from drop down options provided.

CASA

PCS / PEI

DFPS New Hire

DFPS Volunteer

DADS

HHSC Vendors

TJJD

External Access Users

External Volunteer Agencies

Other

- Select **Save**

Account Email Address

● Account Email : abcstest1@yahoo.com Edit

Account Type

● Account Type : PCS / PEI Edit

Linked Accounts

Link To Account ID : Link ●

Linked Account ID

Linked Accounts

Contract Administrators and DFPS Staff ONLY

Linking accounts in ABCS allows users who are assigned as an Administrator or user on multiple accounts to view background check history for multiple accounts with one login.

**If a background check needs to be *submitted* for an individual on a specific account, you must be logged into the HHS Enterprise Portal account for that specific contract.

- Enter **Account ID** in the field provided
- Select **Link**
- Confirm link in confirmation window

Link Confirmation

Are you sure you want to link these accounts?

Cancel Link

- View linked accounts displayed
- To discontinue linking, select **Unlink** for the specific account number

Linked Account ID
240

Unlink

Background Check Result History

- Once a background check has been submitted for an individual, a record of the most recent background check will be viewable on the Active Background Check History Records tab on the ABCS Home page for the account.

Home | Request | Subject-Submitted Request | Account Details | Help

ABCS Home

Resource Name : Joe's Counseling
Resource ID : 12345678
Agency Account ID : 12345678
Email Address : abcstest1@yahoo.com

Active Inactive

Active Background Check History Records

To sort, click on a column header.

Subject	Subject Date of Birth	Check Date	Requestor	Recheck Date	
Mouse, Mickey	04/29/1974	01/05/2017	Perez, Jenny	01/08/2017	Edit Inactive
John, Jimmy	02/19/1954	01/05/2017	Perez, Jenny	01/08/2017	Edit Inactive

Subject Date of Birth
View the date of birth for the background check subject submitted with the request

Subject Name
Locate the subject using the scroll bar or search field. Once located, click the individual's name to view background check history details

Check Date
View the date the background check was submitted

Note: this will remain blank until the request is logged internally by DFPS

Requestor
View the name of the ABCS user who submitted the background check

Recheck Date
View the date a renewal background check must be submitted, if applicable

Active

Inactive

Active Background Check History Records

To sort, click on a column header.

Subject	Subject Date of Birth	Check Date	Requestor	Recheck Date	
					●
John, Jimmy	12/30/1986	10/12/2016		10/15/2016	<input type="button" value="Edit"/> <input type="button" value="Inactive"/>
Oz, Wizard	12/17/1971	08/15/2016		08/18/2016	<input type="button" value="Edit"/> <input type="button" value="Inactive"/>

Edit

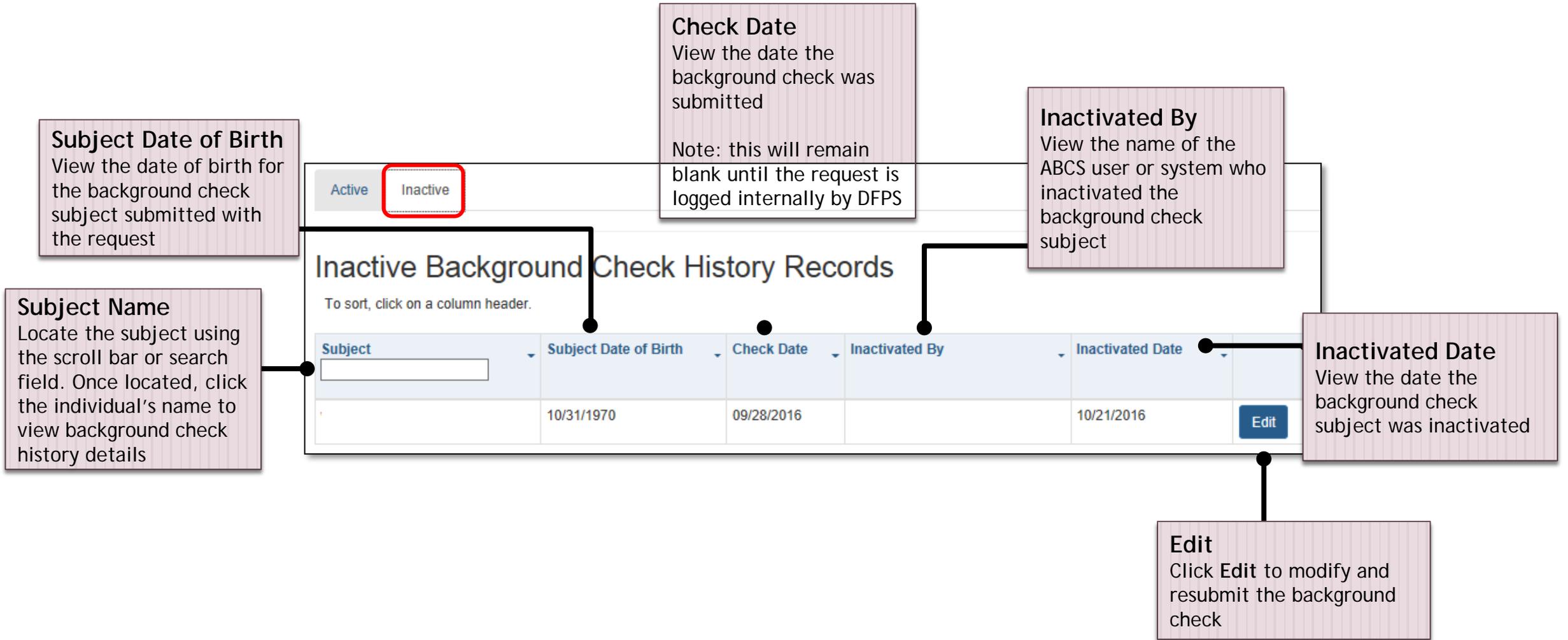
Click **Edit** to modify and resubmit a prior background check initiated. Selecting **Edit** will redirect you to the background check request form where prior information submitted will pre-fill. Review and edit any modifications needed and complete the background check submittal process as outlined in prior slides.

Inactive

Click **Inactive** to notify DFPS when an individual is no longer employed or affiliated with the contract.

When inactivation is confirmed in the pop-up window, the individual's background check history record row will move to the Inactive tab

- Once an individual has been deemed Inactive, a record of the most recent background check will be viewable on the Inactive Background Check History Records tab on the ABCS Home page for the account.



- By clicking on an individual's name on either the Active or Inactive background check history records tabs, additional details about the individual's background check history can be viewed

Active Inactive

Active Background Check History Records

To sort, click on a column header.

Subject	Subject Date of Birth	Check Date	Requestor	Reche
Grove, Julian	11/25/1987	10/01/2016	Fadell, Tim J	10/01/2

Grove, Julian Background Check History

To sort, click on a column header.

Check Type	Check Date	Status	Check Determination	Notification Date	Requestor	Recheck Date	Subject Submitted?	Agency Account ID	Upk
DPS	01/10/2012	Review Pending			Fadell, Tim J			23972005	
FPS	01/10/2012	Review Pending	Clear		Fadell, Tim J			23972005	

Subject Name
Background check
subject name

Check Date
View the date the
background check was
submitted

Note: this will remain
blank until the request is
logged internally by DFPS

Grove, Julian Background Check History

To sort, click on a column header.

Check Type ▾	Check Date ▾	Status ▾	Check Determination ▾	Notification Date ▾	Requestor ▾	Recheck Date ▾	Subject Submitted? ▾	Agency Account ID ▾	Upk
DPS	01/10/2012	Review Pending			Fadell, Tim J			23972005	
FPS	01/10/2012	Review Pending	Clear		Fadell, Tim J			23972005	

Check Type
The background
check type
requested

Check Determination (DFPS Staff ONLY)
 Displays the results of the individual background check types

Check Determination	Determination description
RE - Eligible	Background check result is eligible for a risk evaluation
Possible Match	Background check result is being reviewed as a possible match
Clear	Background check result is cleared
Not Applicable	Background check processing is completed
Bar	Background check resulted in a bar
Bar - RE Not Requested	Background check resulted in a bar and risk evaluation was not requested
Clear - RE Approved	Risk evaluation was completed and approved
Bar - RE Denied	Risk evaluation was completed and denied

Grove, Julian Background Check History

To sort, click on a column header.

Check Type	Check Date	Status	Check Determination	Notification Date	Requestor	Recheck Date	Subject Submitted?	Agency Account ID	Upk
DPS	01/10/2012	Review Pending			Fadell, Tim J			23972005	
FPS	01/10/2012	Review Pending	Clear		Fadell, Tim J			23972005	

Status
 Displays the overall status of the background check or individual results for a specific background check type.

Status	Status description
Saved, Not Submitted	Background check has not been submitted
Successful Submission	Background check has been successfully submitted, but has not initiated processing
Review Pending	Background check is being processed
Complete	Background check processing is completed
Action Needed	Additional actions are required to complete processing
Cancel	Background check type was cancelled

Background Check Result History

Requestor
View the name of the ABCS user who submitted the background check

Subject Submitted?
Displays Y if the background check was completed with a Subject Submitted Request

Grove, Julian Background Check History

To sort, click on a column header.

Check Type	Check Date	Status	Check Determination	Notification Date	Requestor	Recheck Date	Subject Submitted?	Agency Account ID	Upk
DPS	01/10/2012	Review Pending			Fadell, Tim J			23972005	
FPS	01/10/2012	Review Pending	Clear		Fadell, Tim J			23972005	

Notification Date
View the date a result notification was sent for a specific background check type. System-generated notifications sent with results in the body of the email will not display a notification date.

Recheck Date
View the date a renewal background check must be submitted, if applicable

Submission Date	Requestor	Recheck Date	Subject Submitted?	Agency Account ID	Uploaded Files?	
	Fadell, Tim J			23972005		Upload Cancel
	Fadell, Tim J			23972005		Upload Cancel
	Torp, Angela M	01/14/2016		24		Upload Cancel

Uploaded Files?
Displays Y if files were uploaded to the background check

Upload
Upload and send additional documentation to DFPS required to complete processing

Agency Account ID
View the account ID the background check was submitted under

Cancel
At any time before 6:00pm the day a background check is submitted successfully, the request can be cancelled using the Cancel button displayed here or at the bottom of the background check request form

Background Check Result History

Document Upload

- When additional documentation is required or has been requested by DFPS staff to complete a background check, documents requested can be uploaded directly in ABCS

There are two ways a document be uploaded by a user in ABCS and sent to DFPS:

1. Clicking link in Action Required result notification	<p>The requested items can be electronically submitted by the subject of the background check using the link below. Please forward this email to the subject of the background check if you wish to utilize this option.</p> <p>https://dfptest/portal/abcs/uploadfile?backgroundCheckReqId</p>																								
2. Upload button on background check history page for subject	<table border="1"><thead><tr><th>tion Date</th><th>Requestor</th><th>Recheck Date</th><th>Subject Submitted?</th><th>Agency Account ID</th><th>Uploaded Files?</th></tr></thead><tbody><tr><td></td><td>Fadell, Tim J</td><td></td><td></td><td>23972005</td><td><input type="button" value="Upload"/> <input type="button" value="Cancel"/></td></tr><tr><td></td><td>Fadell, Tim J</td><td></td><td></td><td>23972005</td><td><input type="button" value="Upload"/> <input type="button" value="Cancel"/></td></tr><tr><td></td><td>Torp, Angela M</td><td>01/14/2016</td><td></td><td>24061246</td><td><input type="button" value="Upload"/> <input type="button" value="Cancel"/></td></tr></tbody></table>	tion Date	Requestor	Recheck Date	Subject Submitted?	Agency Account ID	Uploaded Files?		Fadell, Tim J			23972005	<input type="button" value="Upload"/> <input type="button" value="Cancel"/>		Fadell, Tim J			23972005	<input type="button" value="Upload"/> <input type="button" value="Cancel"/>		Torp, Angela M	01/14/2016		24061246	<input type="button" value="Upload"/> <input type="button" value="Cancel"/>
tion Date	Requestor	Recheck Date	Subject Submitted?	Agency Account ID	Uploaded Files?																				
	Fadell, Tim J			23972005	<input type="button" value="Upload"/> <input type="button" value="Cancel"/>																				
	Fadell, Tim J			23972005	<input type="button" value="Upload"/> <input type="button" value="Cancel"/>																				
	Torp, Angela M	01/14/2016		24061246	<input type="button" value="Upload"/> <input type="button" value="Cancel"/>																				

**Please note: personal email settings *may* cause result notifications to be unclear and disable hyperlinks

Upload Document

- Select **Browse**
- Locate file to upload
- Click on file to upload
- Select **Open**
- Select **Upload**
- Confirm file name being uploaded is correct and click **OK** in the confirmation window.
- Once file upload has completed, a checkmark in a green circle will display confirming file upload was successful
- DFPS will receive notification of the document(s) uploaded for evaluation

**Please note:

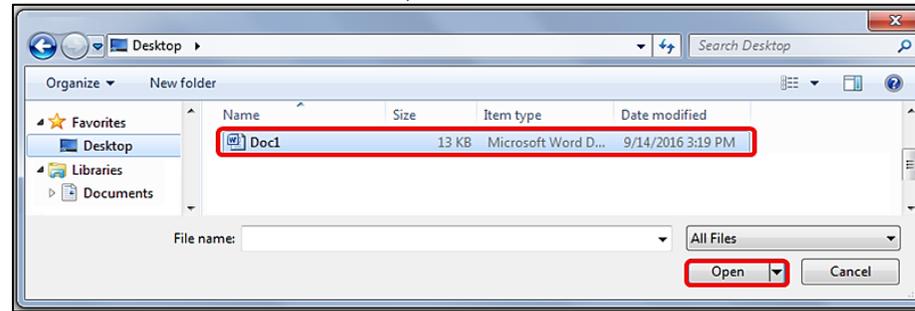
- Once a file has been uploaded, it cannot be deleted in ABCS
- Uploaded document file name should include a brief description followed by the date the document is being uploaded (i.e. Courtdocuments10312016)

Upload File

The following file formats may be uploaded: '.JPG, .doc, .docx, or .PDF.'

File Size Limit is 25 MB.

Select a file

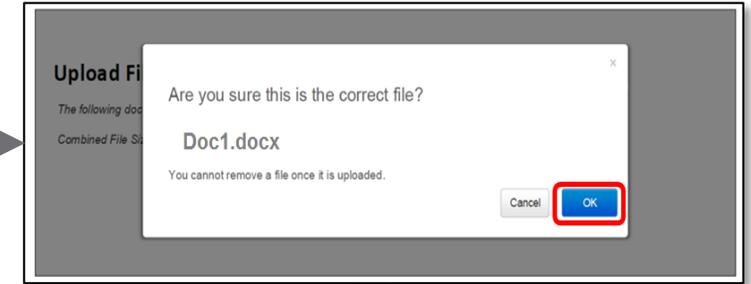


Upload File

The following file formats may be uploaded: '.JPG, .doc, .docx, or .PDF.'

File Size Limit is 25 MB.

Select a file



Agency Account ID	Uploaded Files?		
239	Y	<input type="button" value="Upload"/>	<input type="button" value="Cancel"/>
239	Y	<input type="button" value="Upload"/>	<input type="button" value="Cancel"/>

ABCS Help Page

[Home](#)[Request](#)[Subject-Submitted Request](#)[Account Details](#)[Help](#)

ABCS Home

Select Account

Please enter at least three digits to find Account

Resource Name : Therapy, Inc.
Resource ID : 55555555
Agency Account ID : 12345678
Email Address : abcstest1@yahoo.com

Active

Inactive

Help

Click **Help** for descriptions of ABCS pages and functionality

Active Background Check History Records

To sort, click on a column header.

Subject	Subject Date of Birth	Check Date	Requestor	Recheck Date	
<input type="text"/>					
Mouse, Mickey	10/10/1965	03/27/2016	Torp,Angela M	03/27/2018	Edit Inactive

The screenshot shows the ABCS application interface. The top navigation bar includes a menu icon, an 'A-Z' search icon, a magnifying glass, a book icon, and a printer icon. The left sidebar shows a tree view under 'ABCS' with the following items: Home, Header and Footer, Background Check Request, Account Details, Register Account, **Subject-Submitted Request** (highlighted), Upload File, and Background Check Confirmation. The main content area displays the 'Subject-Submitted Request' page with the following sections:

Subject-Submitted Request

Page Description

The **Subject-Submitted Request** page allows users to capture information related to a background check Subject. The **Automated Background** an email to the background check Subject instructing the Subject to submit his/her own background check request. This page also allows users to

Opening this Page

This page is accessible by selecting the *Subject-Submitted Request* link in the [Header](#).

Initiate Subject-Submitted Request

To initiate a *Subject-Submitted Request*, enter the background check Subject's first name in the *Subject First Name* field. Enter the Subject's last name in the *Subject Email* and *Confirm Subject Email*. Click the *Authorization* statement check box to check it and click the *Submit* button. Note, the *Su* checked.

The **Help** button in ABCS will open a new window where users can search and view basic descriptions of the ABCS application and its functions.

For detailed directions and descriptions, utilize the *ABCS User Guide*

ABCS Resources

<p>DFPS Background Checks (BC) website</p> <ul style="list-style-type: none">• Resource documents:<ul style="list-style-type: none">➤ Requesting Access to ABCS➤ Approving Access to ABCS• ABCS User Guide	<ul style="list-style-type: none">• http://www.dfps.state.tx.us/Background_Checks/ABCS.asp
<p>BC Mailbox</p>	<ul style="list-style-type: none">• AskCBCU@dfps.state.tx.us
<p>BC Handbook</p>	<ul style="list-style-type: none">• http://www.dfps.state.tx.us/handbooks/CBCU/default.asp
<p>HHS Enterprise Portal Help</p>	<ul style="list-style-type: none">• (512) 438-4720• https://hhsportal.hhs.state.tx.us/iam/portal/Home/portalHome/help