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SUMMARY OF ABCS

The Automated Background Check System (ABCS) is used by The Department of Family and Protective Services (DFPS) staff, contractors and subcontractors to electronically submit criminal, as well as abuse and neglect history 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).

Due to the confidential nature of DFPS client information and resources, prior to having access to DFPS clients and their records, information technology resources or facilities, all individuals working for DFPS, working under a DFPS contract, or in a capacity that would require access to the above listed resources must have a completed background check with no history that would be a preclusion based on background check types required for their anticipated or existing role with DFPS.

In most cases, individuals submitting background checks in ABCS will be required to submit subsequent background checks on all active employees and volunteers within a given time period established by the specific policy if they continue to serve DFPS in a capacity that requires a background check according to DFPS policy.

Background check types, when applicable, include:

- **Abuse/Neglect History Check**
  An Abuse/Neglect History Check is completed for all background checks submitted in ABCS. The type of the Abuse/Neglect History Check completed is based on the individual’s anticipated or existing affiliation with DFPS.
  - **Central Registry check:** A search of the Central Registry of reported cases of child abuse and neglect in Texas. The Central Registry is maintained by DFPS and identifies people who have been found by Child Protective Services, Adult Protective Services, or Child Care Licensing to have abused, neglected, or exploited victims under age 18.
  - **DFPS History check:** A search of the records of abuse/neglect/exploitation investigations in Texas and any services provided as a result of these investigations. These internal records are maintained by DFPS and the search identifies all Child Protective Services, Adult Protective Services, and Child Care Licensing case documentation that references the specific person, regardless of the person’s role or relationship in the case. Not all results found by a DFPS History search will constitute a match for the purpose of a background check, as this is dependent on the policy for that particular population and the parameters that apply.

- **Texas Criminal History Check**
  A name-based search of the Texas Department of Public Safety (DPS) database of crimes committed in Texas.

  A Texas DPS Criminal History Check is completed for Purchased Client Services Contractors and Subcontractors.

- **National Criminal History Check**

Last update: April 2018
A fingerprint-based search of both the DPS database of crimes committed in Texas and the Federal Bureau of Investigation (FBI) database of crimes committed within the United States.

A Federal Bureau of Investigation (FBI) Background Check Request must be completed for all Purchased Client Services Contractors and Subcontractors who:

- have lived outside the State of Texas any time during the past five (5) years, or
- have lived outside the State of Texas in the 24 months since his or her last fingerprint-based criminal history check was completed

An FBI check may also be required for other individuals requiring a criminal history check who have disclosed criminal history in another state or is believed to have criminal history in another state.

- **Out-of-State Abuse/Neglect History Check**
  A search of another state’s records of reported child abuse and neglect cases that identifies people who have been found to have abused or neglected a child. These searches are requested on individuals as part of the process of a home being verified or approved for foster care or adoption. These checks may also be requested for ongoing casework purposes.

  An Out-of-State Abuse/Neglect History check may be required for Purchased Client Services (PCS) contractors and staff as determined by DFPS, such as a reasonable belief that a PCS contractor or a contractor’s staff person may have history in another state.

- **Out-of-State Criminal History Check**
  A name-based search of Criminal History results requested through the state-wide law enforcement repository for a particular state other than Texas.

  An Out-of-State Criminal History Check is required for all individuals not employed by DFPS but have a business need to have direct contact with DFPS information technology resources or facilities who are living outside of Texas or have lived outside of Texas in the last two years.
HHS ENTERPRISE PORTAL

Effective November 19th, 2016, ABCS will be accessible only through the Texas Health and Human Services System (HHS) Enterprise portal. The HHS Enterprise Portal is a secure, easy-to-use system that allows you to access or request/modify access to multiple state applications from one site. The portal is available 24 hours a day, 7 days a week from any computer, tablet or smartphone.

REGISTERING FOR AN HHS ENTERPRISE PORTAL ACCOUNT

Before accessing ABCS, an account must be initiated and approved in the HHS Enterprise Portal, and access to ABCS for a specific contract requested and granted. If you already have an HHS Enterprise Portal account, skip to Accessing ABCS for instructions on how to gain access to ABCS.

Access the HHS Enterprise Portal welcome page and click Register to create an account:
https://hhsportal.hhs.state.tx.us/iam/portal

Complete the registration process using resources available on the HHS Enterprise Portal Help page for additional guidance:
- Web guided instructions, including video:
- Download the user guide labelled Account Registration and Management in the User Guide section:
  https://hhsportal.hhs.state.tx.us/iam/portal/Home/portalHome/help
- BC resource document Requesting Access to ABCS:
  http://www.dfps.state.tx.us/Background_Checks/ABCS.asp

**Please note:** When registering utilizing the Self Registration process, roles must be chosen as follows:

- **DFPS staff:**
  1. Select I am an HHS Employee
  2. Enter and Re-enter 11 digit DFPS Employee ID

![Self Registration]

Employee IDs consist of eleven (11) numerical values.

Enter your HHS Employee ID
Re-enter your HHS Employee ID

Last update: April 2018
All other ABCS users, including external partners:

1. Select I work for a Non-HHS Government Agency or Private Organization
2. Enter and Re-enter Employer Identification Number (EIN) also known as the Tax Identification Number (TIN).

If EIN or TIN is unknown, organization may also be found utilizing the Search Organization feature and manually locating the organization by typing the organization name in the search field.

Once initial registration steps have been completed and the request has been submitted, it must go through an approval process. A request for approval is sent by email to a designated approver within your organization, and may take up to ten days.

- If approved, you will receive an email with a link to the portal, your Username, and a temporary Password. Click on the link to the portal and add your Username and temporary Password in the fields provided, then select Sign In. You will be required to complete additional registration steps before the account is created, including reading and signing the HHS Acceptable Use Agreement, creating a new Password and completing security questions for your account.
If approval is not completed within 10 days, the request will be automatically rejected and a new request must be submitted.

Once registration has been completed and you are logged into the HHS Enterprise Portal, you may begin requesting access to applications needed, including ABCS. Instructions for requesting access are outlined in Requesting Access to ABCS.

For assistance with the HHS Enterprise Portal: Please contact the HHS Enterprise Portal Help Desk at (512) 438-4720

REQUESTING AND ACCESSING ABCS

REQUESTING ACCESS TO ABCS

After you have created an HHS Enterprise Portal account, you may request access to ABCS. If you have not completed registration for an HHS Enterprise Portal account, see Registering for an HHS Enterprise Portal account.

If you believe you already have access to ABCS but are unsure, see Verifying ABCS access for instructions on how to determine if you already have ABCS access.

1. Access the HHS Enterprise Portal at: https://hhsportal.hhs.state.tx.us/iam/portal.
2. Log into the portal by entering your Username and Password, and selecting Sign In.
3. Select Manage Access.
4. Find ABCS by using the scroll bar feature or typing in 'ABCS' into the search field.

5. Once ABCS is located, select the check box next to ABCS. After you have made your selection, click Next.

6. A caution symbol in the Status column indicates additional steps are required before submitting the order. Click the Information Required link.

7. Enter the additional required information requested including the Agency Account ID which you are requesting ABCS access for in the Comments field, then click Next.
8. A checkmark in a green circle indicates that the Status is ready to submit.
9. Read the agreement and check the box indicating that the request is true and necessary. Click Submit Order.

10. Once submitted, a notification informing you that your request is awaiting supervisor approval will be displayed.
11. A notification of your request for access will be sent by email and on the HHS Enterprise Portal notification section for review by the designated approver based on the organization associated with your request.

12. You will be notified by email regarding your denial or approval. The access decision will also be displayed in the Notifications section in the HHS Enterprise Portal. If approved, the application will show up under Applications.

*If a request has been pending after 5 days from last assigned, a reminder will be sent to assigned approver. Any request that is pending more than 15 days from the last assigned date will automatically expire requiring the requestor to submit a new request.

**VERIFYING ABCS ACCESS**

1. Access the HHS Enterprise Portal at: https://hhsportal.hhs.state.tx.us/iam/portal.
2. Enter your Username and Password, and select Sign In.
3. At the portal Home Page, locate the Applications sections in the left column.
4. Once you have been approved for access, you will see ABCS listed under the Applications section.

**ACCESSING THE APPLICATION**

1. Once your account has been approved, access the HHS Enterprise Portal at: https://hhsportal.hhs.state.tx.us/iam/portal.
2. Enter your Username and Password, and select **Sign In**.
3. Locate ABCS in the **Applications** section in the left column
4. Click the application to be redirected to the ABCS home page.

---

**APPROVING/DENYING ACCESS (ACCOUNT DESIGNATED APPROVERS ONLY)**

**HHS ENTERPRISE PORTAL AND ABCS ACCESS APPROVAL/DENIAL**

When a request for access to either the HHS Enterprise Portal or ABCS has been submitted, the designated approver for the organization will receive notification of the request and review required by email. A notification will also be displayed on the HHS Enterprise Portal in the My Notifications section.

If a request has been pending after 5 calendar days from last assigned, a reminder will be sent to the designated approver. Any request that is pending more than 10 calendar days from the last assigned date will automatically expire requiring the requestor to submit a new request.

Instructional resources for approving access to the HHS Enterprise Portal can be located at: [https://hhsportal.hhs.state.tx.us/helpGuide/Supervisor/Content/5A_Supervisors/Review_Requests.htm](https://hhsportal.hhs.state.tx.us/helpGuide/Supervisor/Content/5A_Supervisors/Review_Requests.htm)

1. Access the HHS Enterprise Portal at: [https://hhsportal.hhs.state.tx.us/iam/portal](https://hhsportal.hhs.state.tx.us/iam/portal).
2. Enter your Username and Password, and select **Sign In**.
3. At the portal Home Page, locate the access request in the **Notifications** section in the **Manage Access** section.
4. Select **Review Request** to review and make a decision about the request.
5. Review and verify the request is valid.
6. Enter required additional information, if applicable

**Please note:** The Agency Account ID (formerly Contract Number) must be provided for all users and Administrators prior to approval completion indicating what agency account the user will have access to in ABCS. If access to ABCS for multiple agency accounts is needed, the individual must create a separate HHS Enterprise Portal account and complete steps for obtaining ABCS access. The additional Agency Account ID may be added at the time of approval. If you are unsure what the Agency Account ID is for your contract, please contact your DFPS representative for assistance.
7. After request has been reviewed, make a determination by selecting **Deny** or **Approve**.
**Please Note:** If denying a request, comments must be provided explaining reason(s) for denial. If approved, comments are optional.

8. Once decision is complete, notification will be sent to the requestor via email and on the HHS Enterprise Portal notifications section regarding the decision made.

## ABCS FUNCTIONS

### BACKGROUND CHECK REQUEST

**INITIATING A BACKGROUND CHECK REQUEST**

1. Select Request from the main tab bar

2. Confirm Resource Name, Resource ID, Agency Account ID and Email Address for request

3. Complete background check request form. See [Background Check Request Form](#) for additional instructions

4. Select Next

5. Review the Background Check Request confirmation page to confirm background check details being submitted

6. Scroll to view authorization statements

7. Review authorization statements
8. Once reviewed, select the check box to confirm acknowledgement of each authorization statement
9. Select Submit

10. Once submitted, the status of the background check request can be viewed on the Active background check history page until processing has been completed.

**BACKGROUND CHECK REQUEST FORM**

- **NAME**

1. Enter Name of background check subject:
   - First Name (*required)
   - Middle Name (if applicable)
   - Last name (*required)
   - Maiden (if applicable)
   - Name Suffix (i.e. Junior, Senior) (if applicable)

- **ALTERNATE NAME**

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. Alternate names include prior last names, nicknames, etc.
1. Enter **Alternate Name(s)** of background check subject including: First name, Middle name, Last name, Suffix, as applicable
2. Select **Add**
3. Repeat steps 1 and 2 for all alternate names

4. View added alternate name(s)

5. **Edit/Delete** alternate name(s) as needed utilizing corresponding Edit/Delete buttons displayed

**SOCIAL SECURITY NUMBER/ALTERNATE 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 does not have a SSN, an alternate form of identification may be provided. Options for alternate identification are listed below.

1. 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*
A. If Yes, enter and confirm **Social Security Number** in text boxes provided ensuring number is provided in the format requested.

- **Social Security Number**: 
  - *Does this person have a Social Security Number?* Yes ☐ No ☐
  - *Social Security Number*: ____________
  - *Confirm Social Security Number*: ____________

B. If No, an **Alternate Number** for identification verification must be provided.

1. Select desired alternate identification option from the **Alternate Number Type** drop-down:
   - Canadian SIN
   - Driver’s License Number
   - Military ID
   - Passport Number
   - Permanent Resident Card Number
   - State Identification Number
2. Enter and confirm **Alternate Number** in the text boxes provided.

- **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 may be entered in the State Identification section. Providing the driver’s license or state issued identification number will further assist the Centralized Background Check Unit staff when processing the results of the background check.

1. Select **State ID Type**
   - Driver’s License
   - State Issued ID
2. Enter **ID #**
3. Select **ID State**

- **State ID Type**: ____________
- **ID #**: ____________
- **ID State**: ____________
**BIRTH INFORMATION**

1. Enter **Birth Date** (*required) of background check subject
2. Select **Gender** (*required) of background check subject
3. Enter **Birth City** of background check subject
4. Enter **Birth State** of background check subject

**ACCOUNT INFORMATION**

1. Select **External User Type** (*required) of background check subject, if not already pre-determined
   - Applicant (DFPS New Hires)
   - County
   - Intern
   - Other State Agency
   - Outsourced
   - Service Provider (PCS)
   - Vendor (External User/HHSC Vendors)
   - Volunteer (DFPS Volunteers/External Volunteer Agencies)
2. Enter specific **Role/Job Duty** (*required) of background check subject
3. Enter **Department ID** (DFPS New Hires only)
4. Enter **Requisition Number** (DFPS New Hires only)
5. Enter **HHSC Purchase Order Number** (HHSC Janitor/Security Guard Vendor Checks only)
6. Select appropriate radio button to question indicating whether subject of background check is eligible for DFPS Case Connection access (*CASA only)

![Image](image_url)

**CURRENT ADDRESS**

1. Enter current physical residence address of background check subject as **Current Street Address 1**
2. Enter additional address information as **Current Street Address 2** (i.e. Apt. #, Ste #, etc.)
3. Enter **Current City**
4. Select **Current County**
5. Select **Current State**
6. Enter **Current Zip Code**
7. Select **Validate Address**

![Image](image_url)

8. Select the appropriate radio button in the pop-up window confirming address selection entered or using a suggested address
9. Select **Use Selected Address**
10. Select appropriate radio button to question, if displayed, indicating whether subject of background check has lived outside of Texas in a designated period of time. By answering 'Yes' to the listed question, the individual must complete additional:
   - 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

➢ PREVIOUS ADDRESS(es)
1. Enter previous physical residence address of background check subject as Previous Street Address 1
2. Enter additional address information as Previous Street Address 2 (i.e. Apt. #, Ste #, etc.)
3. Enter Previous City
4. Select Previous County
5. Select Previous State
6. Enter Previous Zip Code
7. Select Validate Address
8. Select the appropriate radio button in the pop-up window confirming address selection entered or using a suggested address
9. Select Use Selected Address
10. Select Add

**Please note:** You MUST select Add to save the address to the address history

11. Repeat steps 1-10 for all Previous Address(es)
12. View address(es) added

13. Edit/Delete address(s) as needed utilizing corresponding Edit/Delete buttons displayed

- CONTACT INFORMATION
  1. Select Primary Phone Type of background check subject (*required)
  2. Enter Primary Phone Number of background check subject (*required)
  3. Enter Primary Phone Extension of background check subject if applicable
4. Select **Secondary Phone Type** of background check subject (if applicable)
5. Enter **Second Phone number** of background check subject (if applicable)
6. Enter **Secondary Extension** of background check subject (if applicable)

7. Enter and confirm **Email** address of background check subject (*required for certain populations)

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

**Please note:** The contact method selection made will be by the background check subject when making an appointment for fingerprinting.

➢ **PURCHASED CLIENT SERVICES ONLY**
This section is required and viewable only for background check subjects who are or will be working as a DFPS contractor providing purchased client services to DFPS clients.

1. Complete question selecting the Yes or No radio button indicating whether the background check subject will be providing transportation to DFPS clients
2. Complete disclosure questions 1-3 selecting the Yes or No radio button for each question

**EDITING A PENDING BACKGROUND CHECK OR RE-LAUNCHING A RENEWAL BACKGROUND CHECK REQUEST**

1. From the ABCS home page, scroll to the Active Background Check History Records section
2. Locate the row of the Subject’s record you would like to edit using the scroll bar or typing the name of the subject in the search field
3. Once located, click **Edit**
4. Update background check information, as needed
5. Complete [Background Check request](#)

**DUPLICATE BACKGROUND CHECK REQUEST**

An individual may only have one background check submitted under a specific account per day. When identification information provided with a background check (SSN/DOB or Alternate ID/DOB) matches the same combination of identifiers of a background check record in Successful Submission status for the same account with the same submission date, the following Duplicate Background Check Request message will display:

Last update: April 2018
SUBJECT-SUBMITTED REQUEST

A subject-submitted request may be completed allowing the subject of the background check to enter identification information required to complete the background check. The contractor is required to verify information entered by the subject.

INITIATING A SUBJECT-SUBMITTED REQUEST

1. Select Subject-Submitted Request from the main tab bar

2. Confirm Resource Name, Resource ID, Agency Account ID, and Account Email Address to submit request

   Resource Name: Joe's Counseling
   Resource ID: 55555555
   Agency Account ID: 12345678
   Email Address: abcstest1@yahoo.com

3. Enter background check Subject First Name in the field provided
4. Enter background check Subject Last Name in the field provided
5. Enter and confirm background check Subject Email address in the fields provided
6. Review the authorization statement and select the check box to confirm agreement
7. Select Submit
Once submitted, the background check subject will receive an email containing a hyperlink to complete the background check request.

**Please note:** The hyperlink sent to the background check subject will remain active for 7 calendar days from the submittal date. If not accessed and completed within 7 days, the link will become inactive and a new subject-submitted request must be initiated.

### Viewing 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 request page.

1. Select **Subject-Submitted Request**

   ![Pending Request Table]

   **Pending Request Table**
   - First Name
   - Last Name
   - Email
   - Requestor
   - Date Sent

2. Scroll to view the Subject-Submitted Requests history
3. Select tab labelled **Pending**
4. View pending subject-submitted requests displaying details of request including background check subject First Name, Last Name, and Email, along with the name of the Requestor and the Date the request was sent

### Viewing Expired Subject-Submitted Requests

When a background check link has not been completed by the subject within 7 days of when it was sent, the background check hyperlink provided in the email will no longer be active. 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.

1. Select **Subject-Submitted Request**

   ![Expired Request Table]

   **Expired Request Table**
   - First Name
   - Last Name
   - Email
   - Requestor
   - Date Sent

2. Scroll to view the Subject-Submitted Requests history
3. Select tab labelled **Expired**
4. View expired subject-submitted requests displaying details of request including background check subject First Name, Last Name, and Email, along with the name of the Requestor and the Date the request was sent

<table>
<thead>
<tr>
<th>Expired Subject-Submitted Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
</tr>
<tr>
<td>----------------</td>
</tr>
</tbody>
</table>

**COMPLETING A BACKGROUND CHECK REQUEST USING THE SUBJECT-SUBMITTED EMAIL**

1. The background check subject will receive an email from a DFPS email address titled: **DFPS Background Check Notification - Doe, Jane- Subject-Submitted Request**
2. The background check subject must read the email and locate the hyperlink to begin the background check submittal process
3. Click hyperlink in email to begin background check request

![Hyperlink](https://dfpptest-portal/abc/11request?subjectRequest)

1. The individual must then complete the background check request form. Advise individual to **Background Check Request Form** section of this user guide for additional instructions
2. Select **Next**

3. The individual will review the Background Check Request confirmation page to confirm background check details being submitted
4. The individual must scroll to view authorization statements
5. Review authorization statements
6. Once reviewed, the individual must select the check box to confirm acknowledgement of each authorization statement
7. Select **Submit**
The background check has now been submitted. Once completed, confirmation of the background check submittal can be viewed by the ABCS user on the ABCS home page for the account in the Active Background Check History Records section.

MANAGING BACKGROUND CHECKS

From the ABCS Home page, a summary of background check history records will display in two separate tabs, Active or Inactive, as determined by ABCS users and/or DFPS staff. An Active/Inactive status indicates the status of an individual's background check history record with DFPS. An individual may be inactivated by DFPS staff or the ABCS user when employment has been terminated voluntarily or as the result of the background check. Inactivating an individual's status restricts an individual's ability to work for or with DFPS.

VIEWING ACTIVE BACKGROUND CHECK HISTORY RECORDS

1. From the ABCS home page, scroll to the Active Background Check History Records section
2. Select tab labelled Active
3. View all Active Background Check History Records displaying:
   - Background check subject name
   - Background check subject Date of Birth
   - Date background check was submitted
   - Individual whom requested background check
   - Date a recheck is due, if applicable

<table>
<thead>
<tr>
<th>Subject</th>
<th>Subject Date of Birth</th>
<th>Check Date</th>
<th>Requestor</th>
<th>Recheck Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mouse, Mickey</td>
<td>09/01/1995</td>
<td>10/01/2016</td>
<td>Doe, Jane</td>
<td>10/01/2018</td>
</tr>
<tr>
<td>Duck, Donald</td>
<td>01/01/1996</td>
<td>10/01/2016</td>
<td>Doe, Jane</td>
<td>10/01/2018</td>
</tr>
</tbody>
</table>

Last update: April 2018
VIEWING INACTIVE BACKGROUND CHECK HISTORY RECORDS

When an individual has been deemed to no longer be working or affiliated with a contract and deemed inactive by an ABCS user, DFPS staff member, or the automated background check renewal process, they will be shown on the Inactive background check history records page.

The individual's name, DOB, and last background check date will be displayed, along with the date the individual was deemed inactive, and information regarding who or what set the inactive status.

1. From the ABCS home page, scroll to the Active Background Check History Records section
2. Select tab labelled Inactive
3. View all Inactive Background Check History Records displaying:
   - Background check subject name
   - Background check subject Date of Birth
   - Date background check was submitted
   - Who/What completed the inactivation
   - Date individual was inactivated

INACTIVATING A BACKGROUND CHECK SUBJECT

1. From the ABCS home page, scroll to the Active Background Check History Records section
2. Select tab labelled Active
3. Locate the row of the Subject’s record you would like to inactivate using the scroll bar or typing the name of the subject in the search field
4. Select Inactive in the right hand column within the row of the Subject’s record to inactivate
5. Confirm inactivation selecting Inactivate in the confirmation window
6. View individual on the Inactive background check history records list

![Inactive Background Check History Records]

**REACTIVATING AN INACTIVE BACKGROUND CHECK SUBJECT**

1. From the ABCS home page, scroll to the Active Background Check History Records section
2. Select tab labelled **Inactive** to view **Inactive Background Check History Records**
3. Locate the row of the Subject's record to reactivate using the scroll bar or typing the name of the subject in the search field
4. Select **Edit**

![Inactive Background Check History Records (Edited)]

5. Update background check information, as needed
6. Complete initiation of background check request

**VIEWING INDIVIDUAL BACKGROUND CHECK HISTORY RECORDS**

1. From the ABCS home page, scroll to the Active Background Check History Records section
2. Locate row of Subject's record to view on the applicable Active or Inactive list using the scroll bar or typing the name of the subject in the search field
3. Once located, click on the individual’s name

4. View individual’s background check history displaying:
   - Background check type
   - Date background check was submitted
   - Background check status
   - Check determination
   - Date notification background check results were sent
   - Name of requestor
   - Date background check renewal check is due
   - Whether the background check completed using the Subject-Submitted functionality
   - Agency Account ID the background check was submitted under
   - Whether any files were uploaded with background check

UPDATING ACCOUNT DETAILS

UPDATING ACCOUNT EMAIL (ACCOUNT ADMINISTRATOR AND ABCS SUPER USER ONLY)
1. Select Account Details from the ABCS menu bar
2. Scroll to **Account Email Address** section
3. Select **Edit**

![Account Email Address](image)

4. Enter updated email address in **Account Email** and **Confirm Account Email** fields

![Account Email Address](image)

5. Select **Save**

![Account Email Address](image)

---

**VIEWING ACCOUNT ABCS USER LIST**

1. Select **Account Details** from the ABCS menu bar

![Menu Bar](image)

2. View **Current User List** of existing users assigned to account selected displaying:
   - **User Name**
   - **User Role**
   - Whether the individual is approved to receive **background check results**

---

Last update: April 2018
ADDING A NEW USER (ACCOUNT ADMINISTRATOR AND ABCS SUPER USER ONLY)

The Administrator of the account will be responsible for adding users as needed. The Provider's ABCS Account must have at least one (1) Administrator and can have up to six (6) additional users. The option to add a user in ABCS is only applicable after an individual has created and been approved for an HHS Enterprise Portal account, as well as, access to ABCS. All new users to be added to an account in ABCS must go through the provisioning process obtaining an HHS Enterprise Portal account and granted for access to the particular account by the designated approver.

1. Select Account Details from the ABCS menu bar

2. Select the user to add from the Name drop-down menu (*If not listed, ensure user has created and been approved for an HHS Enterprise Portal account, as well as, access to ABCS for the specific account)
3. Select **User Role** for individual (For further description of different user role functions, see [ABCS user roles](#))
   - Administrator
   - User

4. Select Yes/No regarding whether the individual is approved to **Receive Background Check Results** for any background checks they submit in ABCS for the account. (*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*)

5. Select **Add**
6. View added user in Current User List

DELETING A USER (ACCOUNT ADMINISTRATOR AND ABCS SUPER USER ONLY)

If the user is no longer employed under the contract, the individual must be inactivated using the Inactivating a background check subject process, which will automatically delete and remove an individual from the user list if the individual had access to ABCS.

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 account, he/she must be deleted as a user on the account by the Administrator. In addition, if the user had access to the email address on file for the account, steps must be taken to ensure security of the email account is protected.

If the user was approved for access on multiple accounts, they must be removed or inactivated on each account they were granted access to.

1. Select Account Details from the ABCS menu bar

2. Locate user to be deleted from the Current User List

3. Select Delete
4. Confirm deletion selecting Delete in confirmation window

5. View user removed from Current User List

MANAGING USER LEVEL OF ACCESS (ACCOUNT ADMINISTRATOR AND ABCS SUPER USER ONLY)

1. Select Account Details from the ABCS menu bar

2. Locate row of user to be edited from the Current User List

3. Select Edit
4. Update user information, as needed:
   - User Role
   - Ability to receive background check results

5. Select **Save**

**LINKING ACCOUNTS (ACCOUNT ADMINISTRATOR AND ABCS SUPER USER ONLY)**

Linking contracts 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 account.**

1. Select **Account Details** from the ABCS menu bar

2. Scroll to **Linked Accounts** section

3. Enter the Agency Account ID to be linked in the **Link to Agency Account ID** text field
4. Select **Link**

5. Confirm entry by selecting **Link** in the confirmation window

6. Linked accounts are now displayed in the Linked Accounts section
UNLINKING ACCOUNTS (ACCOUNT ADMINISTRATOR AND ABCS SUPER USER ONLY)

1. Select Account Details from the ABCS menu bar
2. Scroll to Linked Contracts section
3. Locate Agency Account ID to be unlinked
4. Select Unlink

5. Confirm entry by selecting Unlink in the confirmation window
BACKGROUND CHECK RESULTS

RECEIVING BACKGROUND CHECK RESULTS

All background check notices are sent by email to the user who initiated the background check if the individual has been identified by the Administrator as eligible to receive background check results. If the individual who requested the background check is not eligible to receive background check results, background check notices will be sent to the main email address for the account.

- If no criminal or abuse and neglect history is found, a clearance email is sent from DFPS for the DPS criminal history check, from DFPS for the abuse and neglect history check, and if requested from DFPS for the FBI criminal history check.
- If results of the background check preclude the individual, an email is sent indicating the individual is ineligible.
- If results requiring further action are received, an email notice is sent from DFPS giving further information regarding what is required, a due date, and how information can be provided.

UPLOADING DOCUMENTS

If additional information is required, an email will be sent indicating a need for additional documentation. Documents required may be uploaded by selecting the hyperlink provided in the email notification or accessing the upload functionality in ABCS.

**Please note:** The hyperlink provided in the result notification email will expire 30 days from the date of the notice and will no longer be accessible. If the documents need to be submitted after the deadline, you must upload documents directly in ABCS or contact BC for further instructions.

ACCESSING DOCUMENT UPLOAD FROM ACTION REQUIRED RESULT NOTIFICATION EMAIL

1. Select hyperlink in email received

   ![Unlink Confirmation](https://dpastest/portal/abcs/uploadfile/backgroundCheckReqId)
2. Continue to Document Upload

ACCESSING DOCUMENT UPLOAD IN ABCS
1. From the ABCS home page, scroll to the Active Background Check History Records section
2. Locate the row of the Subject’s record requiring documents to be uploaded using the scroll bar or typing the name of the subject in the search field
3. Once located, click on the individual’s name
4. Locate the type of background check documents are related to
5. Select Upload

DOCUMENT UPLOAD
1. Select Browse

2. Locate file to upload

Last update: April 2018
3. Click on file to upload
4. Select Open

5. Select Upload

6. Confirm file name being uploaded is correct and click OK in the confirmation window. **Please note:** Once a file has been uploaded, it cannot be deleted in ABCS**

7. Once file upload has completed, a checkmark in a green circle will display confirming file upload was successful
TROUBLESHOOTING

ABCS HELP

Additional ABCS guidance is located within the ABCS system by using the Help feature on the main tab bar. The ABCS Help section provides overview descriptions of the various ABCS pages and functionality.

1. Select Help from the ABCS main tab bar

2. Use the table of contents for easy navigation to the ABCS functionality desired

ABCS USER ROLES

ABCS has three user role types: User, Administrator, and Super User. Available functionality within ABCS is based on user role. A summary of the functions available for each user role is outlined below.

<table>
<thead>
<tr>
<th>Role Type</th>
<th>ABCS functions available</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>• Submit background checks</td>
</tr>
<tr>
<td></td>
<td>• Initiate a subject-submitted background check request</td>
</tr>
<tr>
<td></td>
<td>• View background check submittal history, including processing status</td>
</tr>
<tr>
<td></td>
<td>• Receive background check results (if approved)</td>
</tr>
<tr>
<td></td>
<td>• Upload documents</td>
</tr>
<tr>
<td>Administrator</td>
<td>**All user functions plus:</td>
</tr>
<tr>
<td></td>
<td>• Add or Delete a user or administrator</td>
</tr>
<tr>
<td></td>
<td>• Edit a current user or administrator's user Role and their ability to Receive Background Check Results</td>
</tr>
<tr>
<td></td>
<td>• Edit account details</td>
</tr>
<tr>
<td></td>
<td>• Edit the email address associated to the account</td>
</tr>
<tr>
<td></td>
<td>• Link/Unlink Accounts</td>
</tr>
<tr>
<td>Super User (DFPS Staff only)</td>
<td>**All user and administrator functions plus:</td>
</tr>
<tr>
<td></td>
<td>• Register a new account in ABCS</td>
</tr>
<tr>
<td></td>
<td>• Edit account type</td>
</tr>
<tr>
<td></td>
<td>• View background check submittal history, including processing status and background check determination status displayed by individual background check type requested</td>
</tr>
</tbody>
</table>

LOGGING OUT OF ABCS

1. Select Logout in the upper right hand corner of the ABCS application
**CONTACT US**

For assistance with the HHS Enterprise Portal: Please contact the HHS Enterprise Portal Help Desk at (512) 438-4720

For assistance with interpreting background check policies, results, or other background check related questions:

- View the DFPS Background Checks website at: [http://www.dfps.state.tx.us/Background_Checks/ABCS.asp](http://www.dfps.state.tx.us/Background_Checks/ABCS.asp), or
- Send an email to the DFPS Background Checks (BC) mailbox at: AskCBCU@dfps.state.tx.us

**APPENDIX A: BACKGROUND CHECK POLICY REFERENCES**

Policy references are located in the DFPS Background Checks handbook on the DFPS public website. The handbook can be accessed at: [http://www.dfps.state.tx.us/handbooks/CBCU/default.asp](http://www.dfps.state.tx.us/handbooks/CBCU/default.asp)

Policies within the BC handbook are outlined by each population group BC provides background check resources for.

**APPENDIX B: DFPS STAFF USE ONLY**

**SETTING UP AN INITIAL USER FOR AN ACCOUNT**

When a new account is being created that requires the submission of background checks in ABCS for DFPS employees, DFPS volunteers/interns, DFPS contractors for purchased client services (PCS) or 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), several steps must be completed before a background check can be submitted in ABCS under the newly created account. If individuals outside of DFPS will be accessing ABCS to submit background checks for the account, several additional steps must be completed before the initial user for the account can access ABCS and begin submitting background check or approving additional users for the organization.

1. Create resource and contract in IMPACT
2. Register Account in ABCS
3. Begin submitting background checks in ABCS. **If external users outside of DFPS will be added to ABCS on the account, submit background check for initial requested user in ABCS under new account and continue steps 4-9.**
4. Add Organization to the HHS Enterprise Portal using the resources linked below for guidance
5. Advise identified initial ABCS user for the account to request access to the HHS Enterprise Portal
6. Agency sponsor must approve access to HHS Enterprise Portal

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7. Advise identified initial ABCS user for the account to request access to ABCS
8. Agency sponsor approves access to ABCS using steps as outlined in the Approving/Denying access section of this user guide
9. Edit designated approver for account in ABCS adding account administrator (for additional guidance, resources are available on the HHS Enterprise Portal Help page

**ADDING A NEW ORGANIZATION IN HHS ENTERPRISE PORTAL**

After a contract has been created in IMPACT and added to ABCS, if external users will be accessing ABCS to submit background checks, additional steps must completed to setup the first user. *If the organization does not currently exist in the HHS Enterprise Portal, DFPS staff must add the organization before a user can be added to the account in ABCS. The ability to add an organization to the HHS Enterprise Portal is based on the staff security profile. If you do not have the ability to add an organization to the HHS Enterprise Portal, create a ticket requesting access by contacting the HHS Enterprise Portal Help Desk at: 512-438-4720

Instructional resources for adding a new organization to the HHS Enterprise Portal can be located at:
- Web guided instructions: [https://hhsportal.hhs.state.tx.us/helpGuide/UnauthenticatedUser/Content/ManagePartnerOrganizations.htm](https://hhsportal.hhs.state.tx.us/helpGuide/UnauthenticatedUser/Content/ManagePartnerOrganizations.htm)
- Download the user guide labelled *Manage Partner Organizations and Approvers* in the User Guide section: [https://hhsportal.hhs.state.tx.us/iam/portal/Home/portalHome/help](https://hhsportal.hhs.state.tx.us/iam/portal/Home/portalHome/help)

**REGISTER ACCOUNT IN ABCS**

After a contract has been created in IMPACT the Register Account page is used to allow Super Users to register the account for the contract in ABCS to begin submitting background checks in ABCS under the account.

1. Log in to the HHS Enterprise Portal and open ABCS
2. Select Register Account tab
3. Enter **Resource ID** as displayed in IMPACT
4. Enter **Agency Account ID** (formerly the **Contract ID**) as displayed in IMPACT
5. Select **Account Type** (CASA, DADS, DFPS New Hire, DFPS Volunteer, External Access Users, External Volunteer Agencies, HHSC Vendors, PCS/PEI, Other)
6. Enter and confirm **Account Email**
7. **Select Register**

**Register Account**

- **Resource ID:** 12345678
- **Agency Account ID:** 12345678
- **Account Type:** PCS / PEI
- **Account Email:** mickeymouse@hotmail.com
- **Confirm Account Email:** mickeymouse@hotmail.com

---

**ADDING A DESIGNATED APPROVER FOR AN ACCOUNT**

When a minimum of one user has been added to an account in the HHS Enterprise Portal, an external approver can be added to the organization.

Instructional resources on adding a designated approver to the HHS Enterprise Portal can be located at:

- **Web guided instructions:**
  [https://hhsportal.hhs.state.tx.us/helpGuide/UnauthenticatedUser/Content/ManagePartnerOrganizations.htm](https://hhsportal.hhs.state.tx.us/helpGuide/UnauthenticatedUser/Content/ManagePartnerOrganizations.htm)
- **Download the user guide labelled Manage Partner Organizations and Approvers in the User Guide section:** [https://hhsportal.hhs.state.tx.us/iam/portal/Home/portalHome/help](https://hhsportal.hhs.state.tx.us/iam/portal/Home/portalHome/help)

**SELECTING AN ACCOUNT**

When accessing ABCS as a super user, a specific account must be searched to complete any actions or view background check history.

1. Begin entering Agency Account ID in the **Select Account** field on the ABCS Home page
2. Select agency account by clicking the account number in the **Agency Account ID** column

```
Select Account 12345678

<table>
<thead>
<tr>
<th>Agency Account ID</th>
<th>Resource Name</th>
<th>Account Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345678</td>
<td>Joe's Counseling</td>
<td>PCS / PEI</td>
</tr>
</tbody>
</table>
```

3. View selected contract details on ABCS Home page

```
Resource Name : Joe's Counseling  
Resource ID : 55555555  
Agency Account ID : 12345678  
Email Address : abcstest1@yahoo.com
```

**EDITING ACCOUNT TYPE**

1. Enter Agency Account ID in **Select Account** field on the ABCS home page

```
Select Account

Please enter at least three digits to find Account
```

2. Select agency account in pop-up window by clicking the account number in the **Agency Account ID** column
3. Select **Account Details** tab

4. Scroll to **Account Type**
5. Select **Edit**

6. Update **Account Type** drop down
7. Select **Save**

**VIEWING BACKGROUND CHECK DETERMINATION**

Users with a Super User role have the ability to see additional details of the final determination for each background check type.

1. From the ABCS home page, scroll to the Active Background Check History Records section
2. Locate Subject on either Active/Inactive list using the scroll bar or typing the name of the subject in the search field
3. Once located, click on the individual’s name

4. View background check history with added column displaying determination status

**APPENDIX C: HHS ENTERPRISE PORTAL ACCOUNT MANAGEMENT**

**MANAGING HHS ENTERPRISE PORTAL PROFILE**

1. Sign in to the portal and select My Profile.

2. To change your Password or security questions, select the link at the top of the HHS Enterprise Portal Home Page labelled My Profile.

3. You can add, remove, or modify data in fields that have been enabled. Click Submit when you have completed your changes.
FORGOT HHS ENTERPRISE PORTAL USERNAME

1. Select **Forgot Username?** on the portal Welcome page.

2. Enter the email assigned to your account and select **Next**.

3. Enter answers to the security questions and select **Next**.

4. The portal will display your Username. Return to the portal login page to sign in using the Username provided or continue to **Forgot Password** to reset Password.

Additional resource(s):
- Web guided instructions, including video:
FORGOT HHS ENTERPRISE PORTAL PASSWORD

1. Select **Forgot Password?** on the portal Welcome page.

![Sign In](image)

2. Enter your portal Username and select Next.

![Forgot Password](image)

3. You will receive an email with a temporary Password.
4. Return to the portal login page to sign in to the portal with the temporary Password provided in the email you received.
5. Once you have successfully logged in using the temporary Password, follow the instructions to change your Password.

Additional resource(s):

- Web guided instructions, including video: https://hhsportal.hhs.state.tx.us/helpGuide/UnauthenticatedUser/Content/2_Access_Portal/Passwords.htm
- Download the user guide labelled **Account Registration and Management** in the User Guide section: https://hhsportal.hhs.state.tx.us/iam/portal/Home/portalHome/help