

# Automated Background Check System (ABCS)- Application overview



December 2016

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- Updating and viewing Contract Details
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- Document Upload
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# Who is ABCS for?

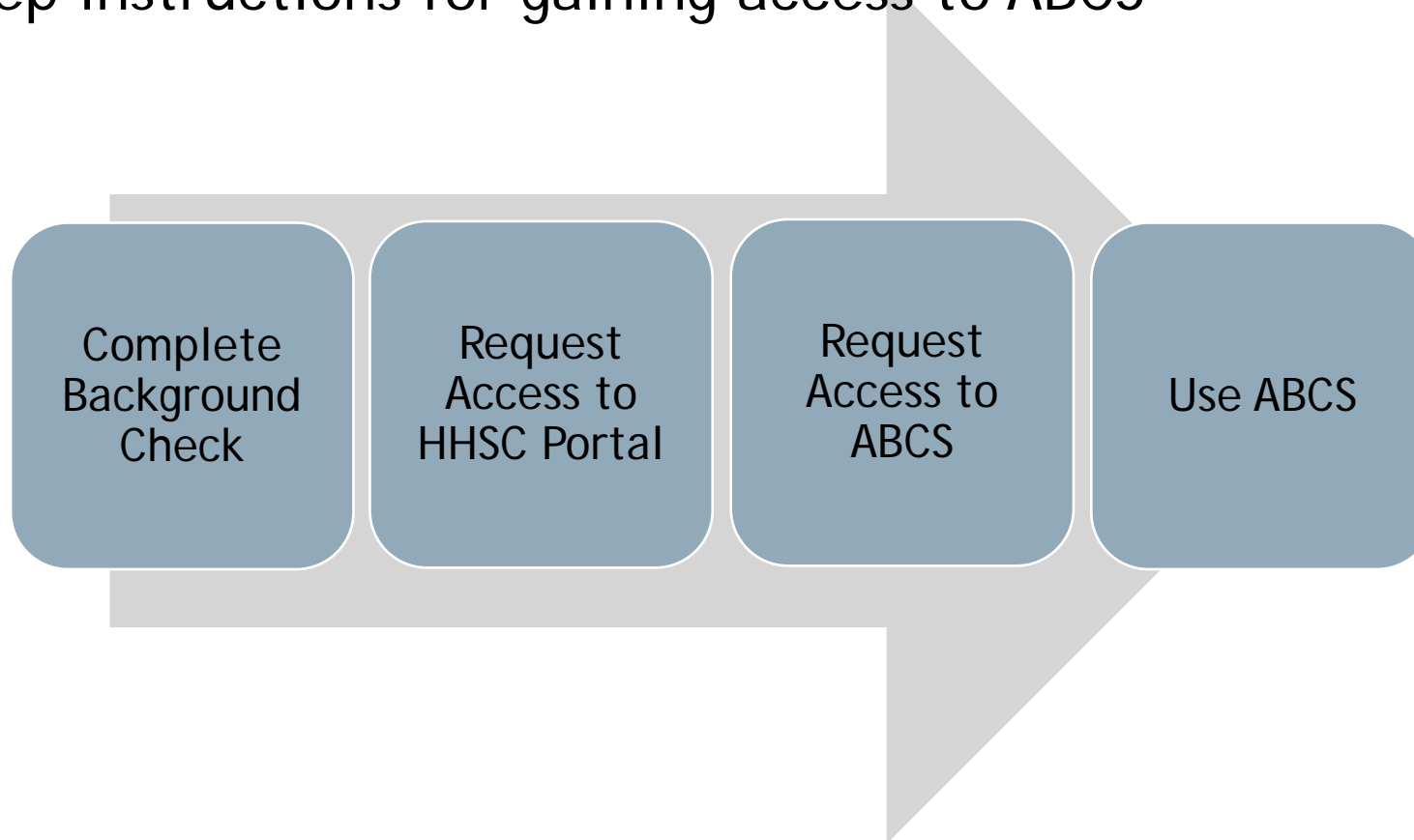
- ABCS is an online application to be used by Department of Family and Protective Services (DFPS) staff, contractors and subcontractors to electronically submit background check requests for:
  - DFPS employees,
  - DFPS volunteers/interns,
  - DFPS contractors for purchased client services (PCS), and
  - 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)
  - Out-of-State Abuse/Neglect History Check
  - Out-of-State Criminal History Check

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

# 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 System

Welcome, [Home](#) | [Delegate](#) | [My Profile](#) | [My Orders](#)

**My Access**

[Manage Access](#)

[View Agreements](#)

**My Applications**

**ABCS**

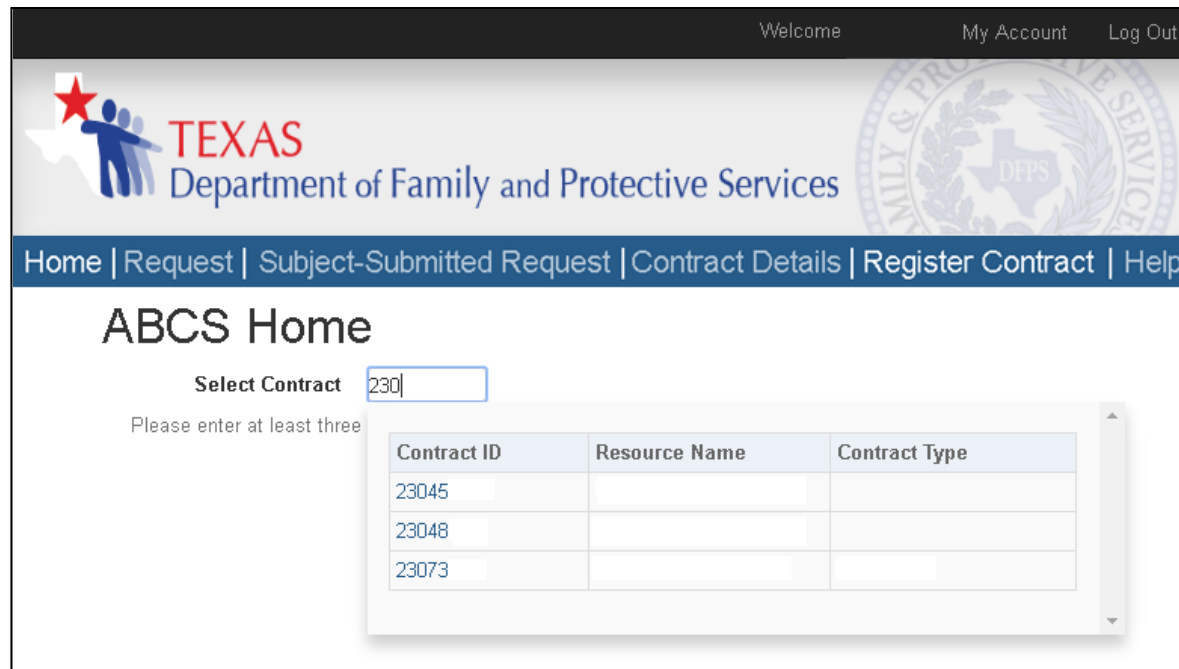
**My Notifications**

Select **ABCS** under My Applications


# Navigating to a contract

## DFPS staff

1. Enter a contract number in the Select Contract field
2. Once contract has displayed, click the name of the contract



Welcome My Account Log Out

 TEXAS  
Department of Family and Protective Services

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

### ABCS Home

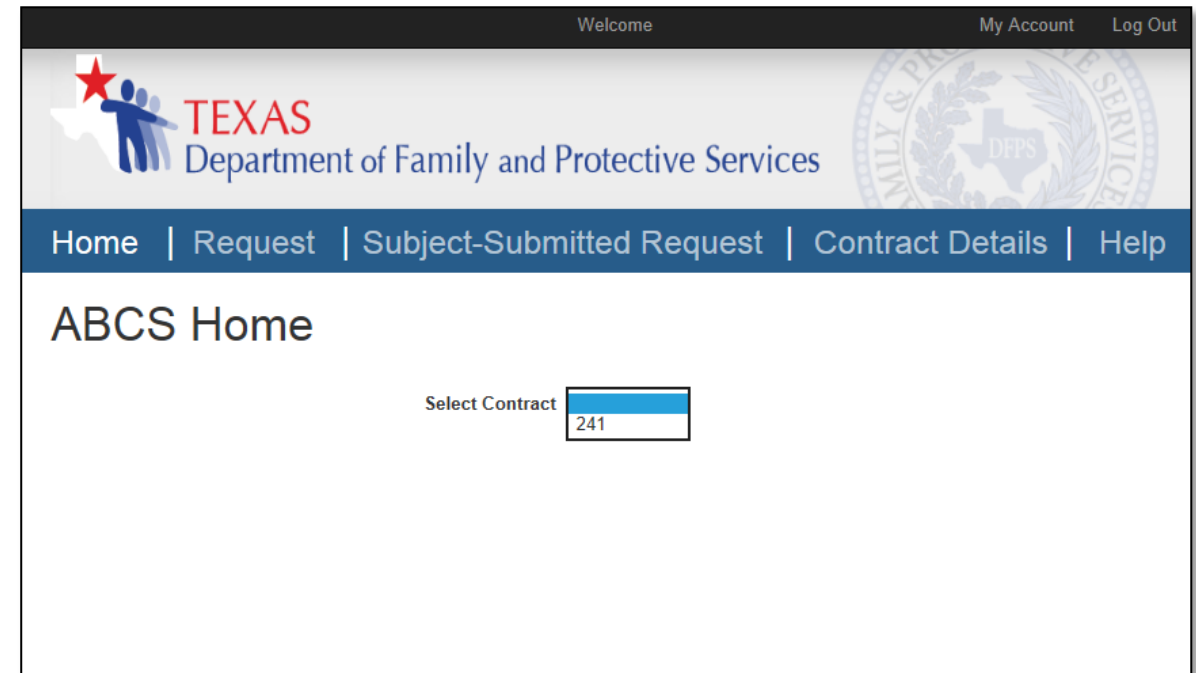
Select Contract

Please enter at least three


Contract ID	Resource Name	Contract Type
23045		
23048		
23073		

## All other ABCS users, including external partners

1. Select an available contract from the drop down menu



Welcome My Account Log Out

 TEXAS  
Department of Family and Protective Services

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

### ABCS Home

Select Contract



# 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

## Contract Details

Click **Contract Details** to view and update the ABCS profile for the contract including ABCS users, contract email address, and linked contracts

## Help

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

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

## ABCS Home

Select Contract

Resource Name : ABCS test resource  
Resource ID : 123  
Contract ID : 241  
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"/>					
John, Jimmy	12/30/1986	10/12/2016		10/15/2016	<a href="#">Edit</a> <a href="#">Inactive</a>
Oz, Wizard	12/17/1971	08/15/2016		08/18/2016	<a href="#">Edit</a> <a href="#">Inactive</a>

Showing items: 1 to 2 of 2

# ABCS Home Page

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

## ABCS Home

Select Contract

241

Resource Name :

ABCS test resource

Resource ID :

123

Contract ID :

241

Email Address :

abctest1@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	
John, Jimmy	12/30/1986	10/12/2016		10/15/2016	<div>EditInactive</div>
Oz, Wizard	12/17/1971	08/15/2016		08/18/2016	<div>EditInactive</div>

Showing items: 1 to 2 of 2

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Mon Oct 17 2016 09:12:47 GMT-0500 (Central Daylight Time)

Access Issues? Please call the Centralized Background Check Unit Support Line at 1-800-645-7549

## Resource Information

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

## Active/Inactive tabs

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

## Edit

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

## BGC History Records

View a log of background checks initiated for a contract

## Inactive

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

# ABCS Home Page

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

## ABCS Home

Select Contract

241

Resource Name :

ABCS test resource

Resource ID :

123

Contract ID :

241

Email Address :

abctest1@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	
John, Jimmy	12/30/1986	10/12/2016		10/15/2016	<div>Edit</div> <div>Inactive</div>
Oz, Wizard	12/17/1971	08/15/2016		08/18/2016	<div>Edit</div> <div>Inactive</div>

Showing items: 1 to 2 of 2

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Mon Oct 17 2016 09:12:47 GMT-0500 (Central Daylight Time)

Access Issues? Please call the Centralized Background Check Unit Support Line at 1-800-645-7549

## Additional Resources

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

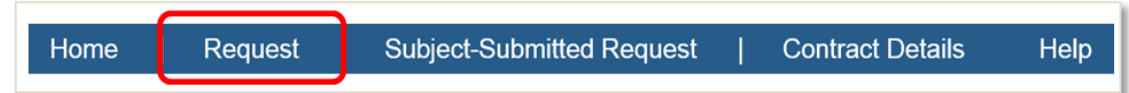
## CBCU Support line

Contact the CBCU Support line if you experience difficulty logging into or viewing ABCS

# Submitting a Background Check

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

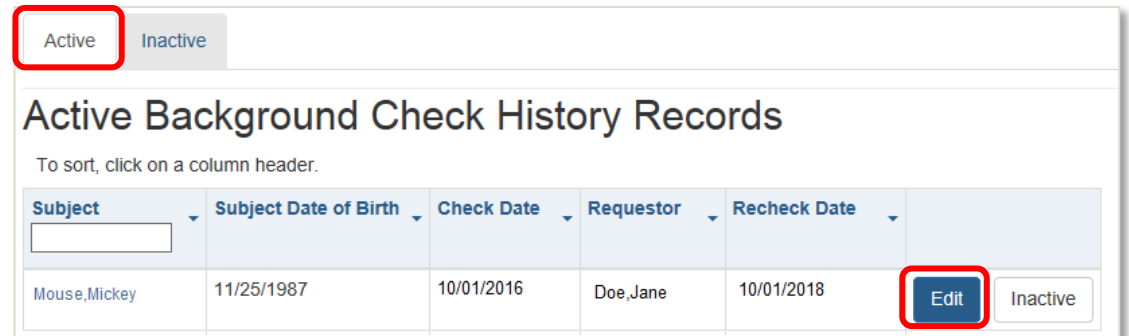
1. Submit an *initial* background check by clicking the Request tab



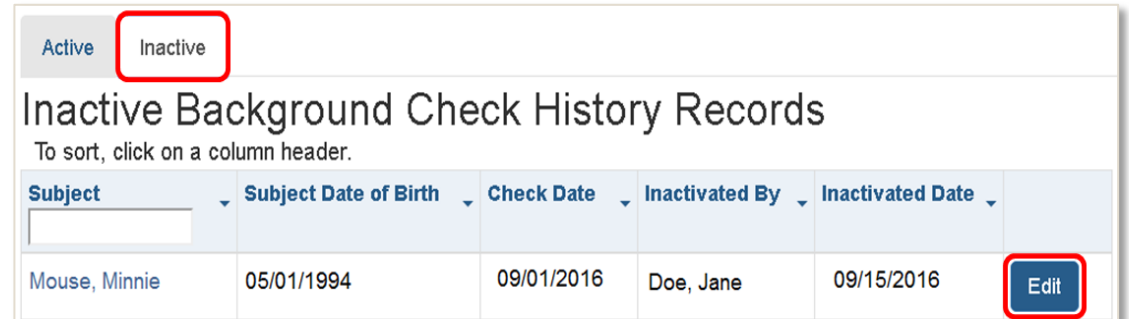
2. Send an email to the background check subject to complete the background check request



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



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



- 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		Edit	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](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

## Submitting a Background Check

## 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

\* Social Security Number: 123-45-6789 \* Confirm Social Security Number: 123-45-6789

## 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: Driver's License #  
\* Alternate Number: 123456789 \* Confirm Alternate Number: 123456789

## 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 Isl

- 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

## Contract 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

### Contract Information

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

* External User Type:	<div>Applicant County Intern Other State Agency Outsourced Service Provider Vendor Volunteer</div>
Department ID:	<input type="text"/>
HHSC Purchase Order Number:	<input type="text"/>

- 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 2:

City: Dallas

County: Texas

State: Texas

Zip Code:

Street Address 1: 1500 MAIN ST

Street Address 2:

City: DALLAS

County: DALLAS

State: Texas

Zip Code: 75201-4815

Use Selected Address

### 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.

Use Selected Address

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:	<div>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</div>
Secondary Phone Type:	
Contact Method for Fingerprint Scheduling:	
Email:	example@email.com

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

## Contact Information

* Primary Phone Type:	<div></div>	* Primary Phone:	555-555-1234	Primary Extension:	
Secondary Phone Type:	<div></div>	Secondary Phone:	555-555-1234	Secondary Extension:	
* Contact Method for Fingerprint Scheduling:	<div></div>				
Email:	example@email.com	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](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

Welcome My Account Log Out

**TEXAS**  
Department of Family and Protective Services

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

### Background Check Request Confirmation

Name

First Name: Johnathan Middle Name: Last Name: Doe

Maiden Name: Suffix:

Edit

## 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.*

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- ☒ 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 contract 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

Home | Request | Subject-Submitted Request

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

Subject-Submitted Request

\* Subject First Name :

\* Subject Last Name :

example@email.com

\* Subject Email :

example@email.com

\* 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.

Cancel

Submit

Subject-Submitted Request History

View prior subject-submitted requests including those that are still pending or expired

Pending | Expired

Pending Subject-Submitted Requests

To sort, click on a column header.

First Name	Last Name	Email	Requestor	Date Sent

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



## 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](#) | [Contract Details](#) | [Help](#)

**Resource Name :** ABCS test resource  
**Resource ID :** 123  
**Contract ID :** 241  
**Email Address :** abctest1@yahoo.com

## Subject-Submitted Request

\*Required Field

\* Subject First Name :

\* Subject Last Name :

example@email.com

\* Subject Email :

\* Confirm Subject Email :

example@email.com

**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.



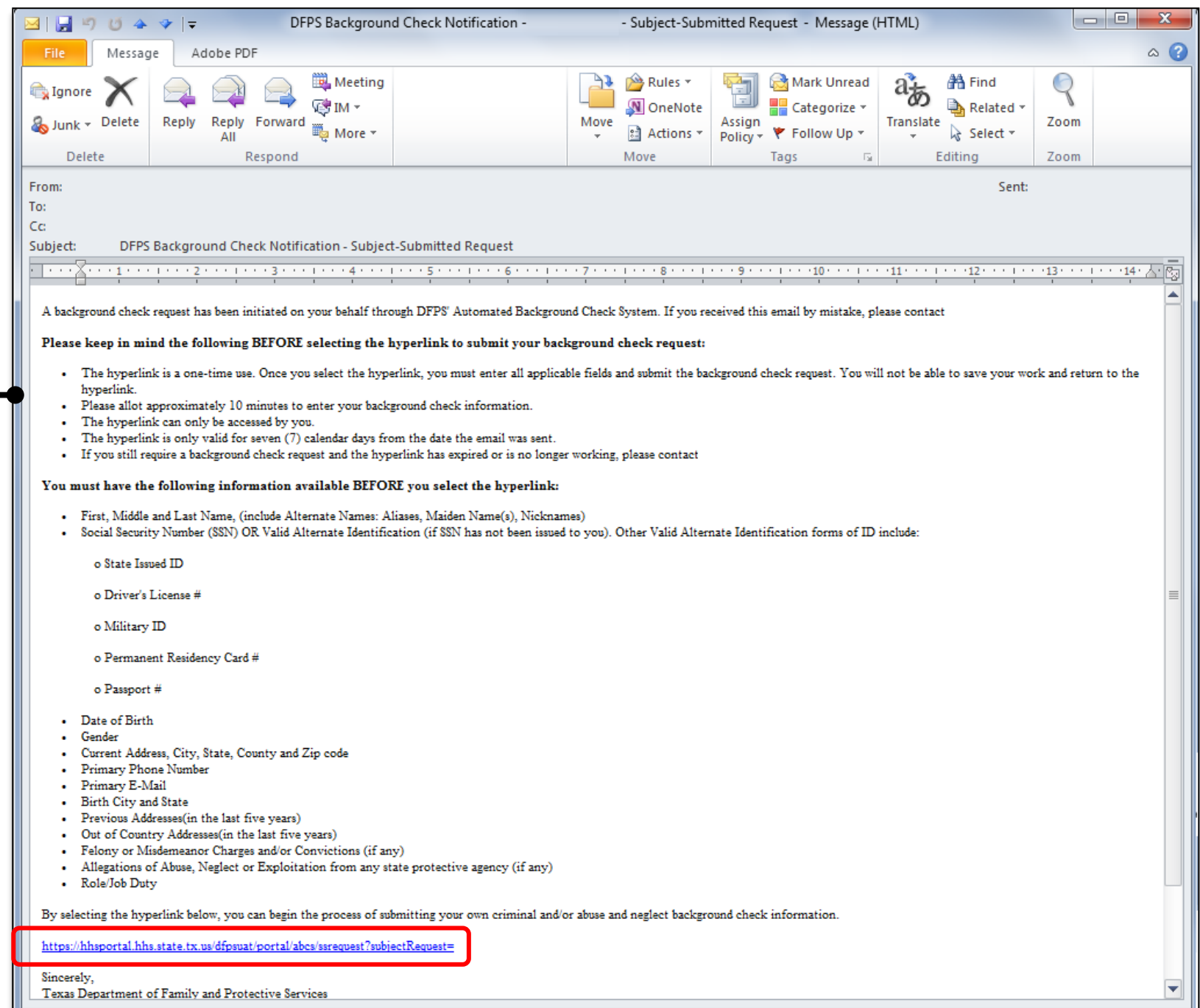
## Subject-Submitted Request Email

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.

## Subject-Submitted Request



**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.

PendingExpired

### Pending Subject-Submitted Requests

To sort, click on a column header.

First Name	Last Name	Email	Requestor	Date Sent
Abraham	Lincoln			

PendingExpired

### 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 Contract Details

Home | Request | Subject-Submitted Request | **Contract Details** | Help

Resource Name : ABCS test resource  
Resource ID : 123  
Contract ID : 241  
Email Address : abcctest1@yahoo.com

## Contract Details

\*Required Field

### Current User List

\* Name :   
\* User Role :   
\* Receive Background Check Results : Yes  **Add**

Name	User Role	Email	Receive Background Check Results	
	Administrator	abcctest1@yahoo.com	Yes	<b>Edit</b> <b>Delete</b>

### Contract Email Address

Contract Email : abcctest1@yahoo.com **Edit**

### Contract Type

Contract Type : PCS / PEI **Edit**

### Linked Contracts

Link To Contract ID :  **Link**

Linked Contract ID

## Contract Details

Click Contract Details to view and update the ABCS profile for the contract including ABCS users, contract email address, and linked contracts

## Current User List

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

## Contract Type

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

## Contract Email Address

Edit contract email address (Administrators and DFPS staff only) or view email address for the contract (All users)

## Linked Contracts

Link contracts with the same resource ID (Administrators and DFPS staff only) or view linked contracts (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 Contract Details Page

### 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 :

### User Role

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

\* User Role :

  
User

## Current User List

\* Name :

\* User Role :

\* Receive Background Check Results :

Add

Name	User Role	Email	Receive Background Check Results	
	Administrator	abctest1@yahoo.com	Yes	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

### 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.

### 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 contract

\* Receive Background Check Results :

Yes

No

### 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	abctest@dfps.state.tx.us	Yes	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Fauna,Flora	User	abctest@dfps.state.tx.us	No	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

## Contract Email Address

### \*Contract Administrators and DFPS Staff ONLY\*

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

\*Contract Email :

abctest2@yahoo.com

Cancel

Save

example@email.com

\*Confirm Contract Email :

abctest2@yahoo.com

example@email.com

- Select **Save**

## Contract Type

### \*DFPS Staff ONLY\*

- Select **Edit** in the contract type section. Select new contract 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**

## Contract Email Address

Contract Email : abctest1@yahoo.com

Edit

## Contract Type

Contract Type : PCS / PEI

Edit

## Linked Contracts

Link To Contract ID :

Link

Linked Contract ID

## Linked Contracts

### \*Contract Administrators and DFPS Staff ONLY\*

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

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

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

### Link Confirmation

Are you sure you want to link these contracts?

Cancel

Link

- View linked contracts displayed
- To discontinue linking, select **Unlink** for the specific contract number

Linked Contract 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 contract.

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

ABCS Home

Select Contract

Resource Name : ABCS test resource

Resource ID : 123

Contract ID : 241

Email Address : abcstest1@yahoo.com

Active

Inactive

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

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

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	<div>Edit</div> <div>Inactive</div>
Oz, Wizard	12/17/1971	08/15/2016		08/18/2016	<div>Edit</div> <div>Inactive</div>

Recheck Date

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

ActiveInactive

## 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	EditInactive
Oz, Wizard	12/17/1971	08/15/2016		08/18/2016	EditInactive

**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 contract.

**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

**Inactivated By**  
View the name of the ABCS user or system who inactivated the background check subject

**Inactivated Date**  
View the date the background check subject was inactivated

**Edit**  
Click Edit to modify and resubmit the background check

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	
<input type="text"/>	10/31/1970	09/28/2016		10/21/2016	Edit

- 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

ActiveInactive

Active Background Check History Records

To sort, click on a column header.

Subject	Subject Date of Birth	Check Date	Requestor	Recheck Date
Grove, Julian	11/25/1987	10/01/2016	Doe, Jane	10/01/2018

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?	Contract ID	Uploaded Files?	
DPS	09/22/2016	Complete	Clear			09/22/2018		236		<div>UploadCancel</div>
FPS	09/22/2016	Complete	Clear			09/22/2018		236		<div>UploadCancel</div>
FBI	09/22/2016	Cancel		10/04/2016		09/22/2018		236		<div>UploadCancel</div>

**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? ▾	Contract ID ▾	Uploaded Files? ▾	
DPS	09/22/2016	Complete	Clear			09/22/2018		236		<input type="button" value="Upload"/> <input type="button" value="Cancel"/>
FPS	09/22/2016	Complete	Clear			09/22/2018		236		<input type="button" value="Upload"/> <input type="button" value="Cancel"/>
FBI	09/22/2016	Cancel		10/04/2016		09/22/2018		236		<input type="button" value="Upload"/> <input type="button" value="Cancel"/>

**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?	Contract ID	Uploaded Files?	
DPS	09/22/2016	Complete	Clear			09/22/2018		236		<button>Upload</button> <button>Cancel</button>
FPS	09/22/2016	Complete	Clear			09/22/2018		236		<button>Upload</button> <button>Cancel</button>
FBI	09/22/2016	Cancel		10/04/2016		09/22/2018		236		<button>Upload</button> <button>Cancel</button>

**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

**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? ▾	Contract ID ▾	Uploaded Files? ▾	
DPS	09/22/2016	Complete	Clear			09/22/2018		236		<a href="#">Upload</a> <a href="#">Cancel</a>
FPS	09/22/2016	Complete	Clear			09/22/2018		236		<a href="#">Upload</a> <a href="#">Cancel</a>
FBI	09/22/2016	Cancel		10/04/2016		09/22/2018		236		<a href="#">Upload</a> <a href="#">Cancel</a>

**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

### Uploaded Files?

Displays Y if files were uploaded to the background check

### Upload

Upload and send additional documentation to DFPS required to complete processing

## 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? ▾	Contract ID ▾	Uploaded Files? ▾	
DPS	09/22/2016	Complete	Clear			09/22/2018		236		<button>Upload</button> <button>Cancel</button>
FPS	09/22/2016	Complete	Clear			09/22/2018		236		<button>Upload</button> <button>Cancel</button>
FBI	09/22/2016	Cancel		10/04/2016		09/22/2018		236		<button>Upload</button> <button>Cancel</button>

### Contract ID

View the contract number 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

# 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

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.

<https://dfptest/portal/abcs/uploadfile?backgroundCheckReqId>

2. Upload button on background check history page for subject

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?	Contract ID	Uploaded Files?	
DPS	09/22/2016	Complete	Clear			09/22/2018		236		<div>Upload Cancel</div>
FPS	09/22/2016	Complete	Clear			09/22/2018		236		<div>Upload Cancel</div>
FBI	09/22/2016	Cancel		10/04/2016		09/22/2018		236		<div>Upload Cancel</div>

\*\*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:

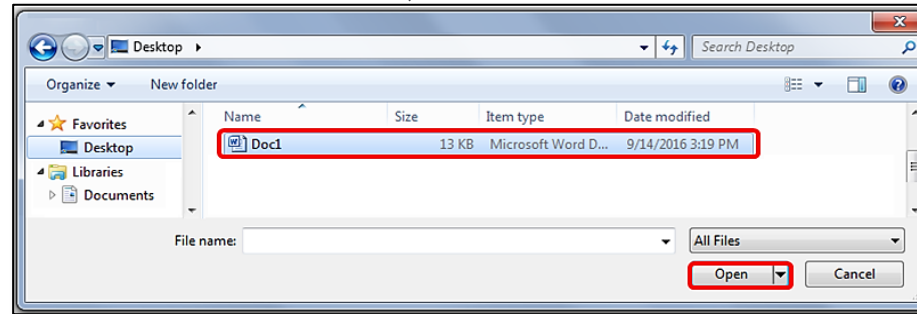
- Once a file has been uploaded, it cannot be deleted in ABCS
- Uploaded document file name should include a brief description followed by the date the document is being uploaded (i.e. Courtdocuments10312016)

## Upload File

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

File Size Limit is 25 MB.

Select a file  **Browse..**

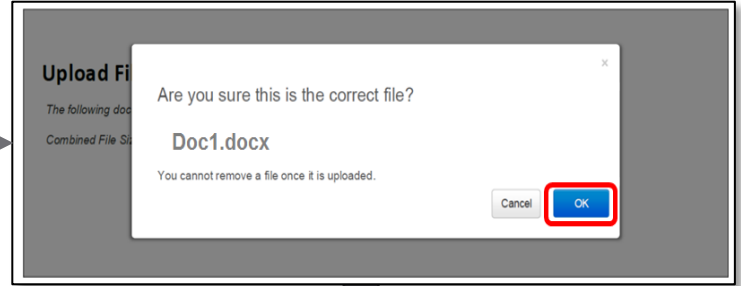


## Upload File

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

File Size Limit is 25 MB.

Select a file  **Browse..** **Upload**



## Upload File

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

File Size Limit is 25 MB.

Doc1.docx **Upload Completed**

**Upload Another File**

## Grove, Julian Background Check History

Recheck Date	Subject Submitted?	Contract ID	Uploaded Files?
		236	Y
		236	Y



# ABCS Help Page

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

## ABCS Home

Select Contract 

241

Resource Name :

ABCS test resource

Resource ID :

123

Contract ID :

241

Email Address :

abctest1@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	
John,Jimmy	12/30/1986	10/12/2016		10/15/2016	<div>Edit</div> <div>Inactive</div>
Oz,Wizard	12/17/1971	08/15/2016		08/18/2016	<div>Edit</div> <div>Inactive</div>

Showing items: 1 to 2 of 2

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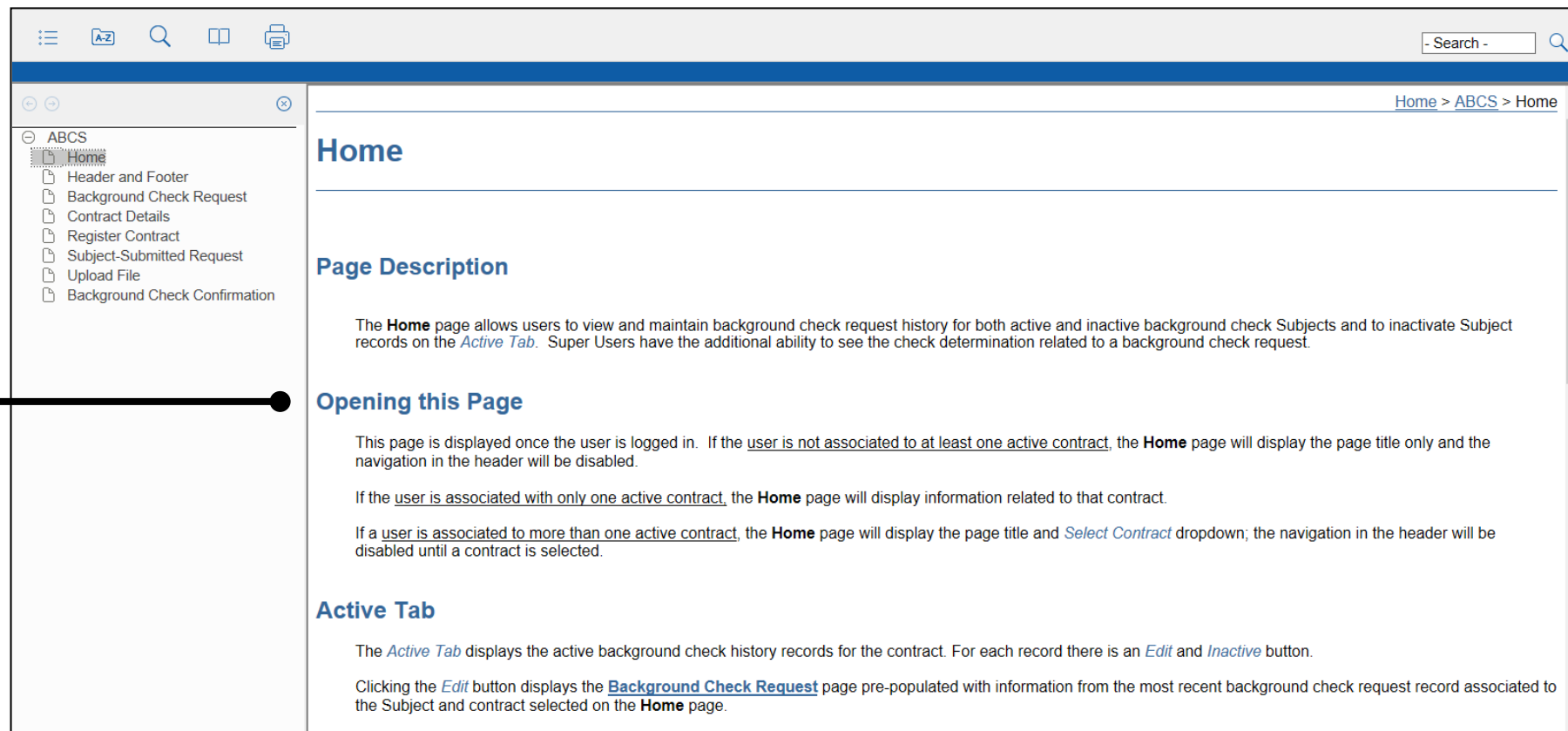
Mon Oct 17 2016 09:12:47 GMT-0500 (Central Daylight Time)

Access Issues? Please call the Centralized Background Check Unit Support Line at 1-800-645-7549

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

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

DFPS Background Checks website <ul style="list-style-type: none"><li>• Resource documents:<ul style="list-style-type: none"><li>➤ Requesting Access to ABCS</li><li>➤ Approving Access to ABCS</li></ul></li><li>• ABCS User Guide</li></ul>	<ul style="list-style-type: none"><li>• <a href="http://www.dfps.state.tx.us/Background_Checks/ABCS.asp">http://www.dfps.state.tx.us/Background_Checks/ABCS.asp</a></li></ul>
CBCU Mailbox	<ul style="list-style-type: none"><li>• <a href="mailto:AskCBCU@dfps.state.tx.us">AskCBCU@dfps.state.tx.us</a></li></ul>
CBCU Support Line	<ul style="list-style-type: none"><li>• (800) 645-7549</li><li>• Monday-Friday</li><li>• 8:00 a.m. to 4:30 p.m. Central Time</li></ul>
CBCU Handbook	<ul style="list-style-type: none"><li>• <a href="http://www.dfps.state.tx.us/handbooks/CBCU/default.asp">http://www.dfps.state.tx.us/handbooks/CBCU/default.asp</a></li></ul>
HHS Enterprise Portal Help	<ul style="list-style-type: none"><li>• (512) 438-4720</li><li>• <a href="https://hhsportal.hhs.state.tx.us/iam/portal/Home/portalHome/help">https://hhsportal.hhs.state.tx.us/iam/portal/Home/portalHome/help</a></li></ul>