

# **Texas Department of Family and Protective Services**



## **Automated Background Check System (ABCS)**

### **User Guide**

**Updated November 2016**

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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**

## **DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL**

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 19<sup>th</sup>, 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:  
[https://hhsportal.hhs.state.tx.us/helpGuide/UnauthenticatedUser/Content/2\\_Access\\_Portal/Request\\_Portal\\_Access.htm](https://hhsportal.hhs.state.tx.us/helpGuide/UnauthenticatedUser/Content/2_Access_Portal/Request_Portal_Access.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>

**\*\*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** ?

☒ I am an HHS Employee.

☐ I work at HHS as a Contractor, Temporary Worker, Volunteer, or Intern.

☐ I work for a Non-HHS Government Agency or Private Organization.

☐ I am a Citizen.

Employee IDs consist of eleven (11) numerical values.

Enter your HHS Employee ID\*

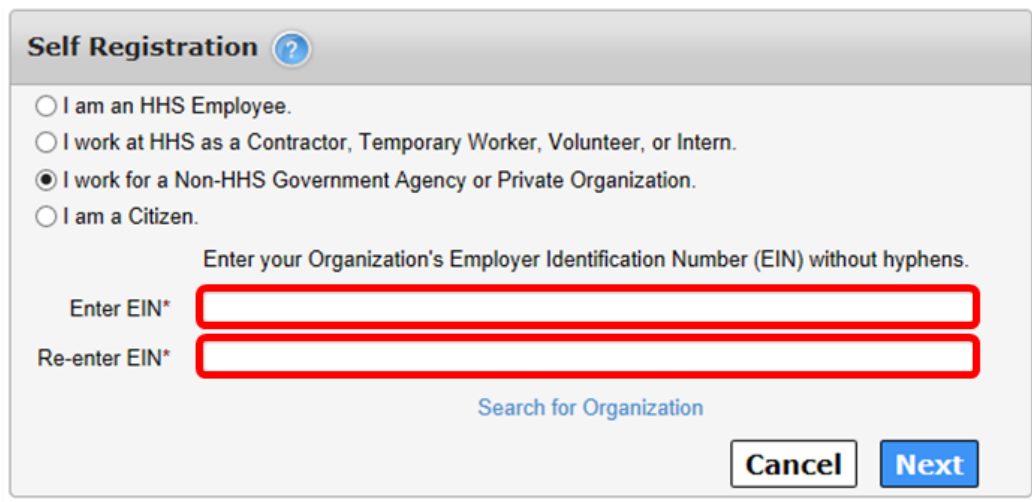
Re-enter your HHS Employee ID\*

➤ **All other ABCS users, including external partners:**

1. Select **I work for a Non-HHS Government Agency or Private Organization**

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

2. Enter and Re-enter **Employer Identification Number (EIN)** also known as the **Tax Identification Number (TIN)**.



**Self Registration** ?

☐ I am an HHS Employee.

☐ I work at HHS as a Contractor, Temporary Worker, Volunteer, or Intern.

☒ I work for a Non-HHS Government Agency or Private Organization.

☐ I am a Citizen.

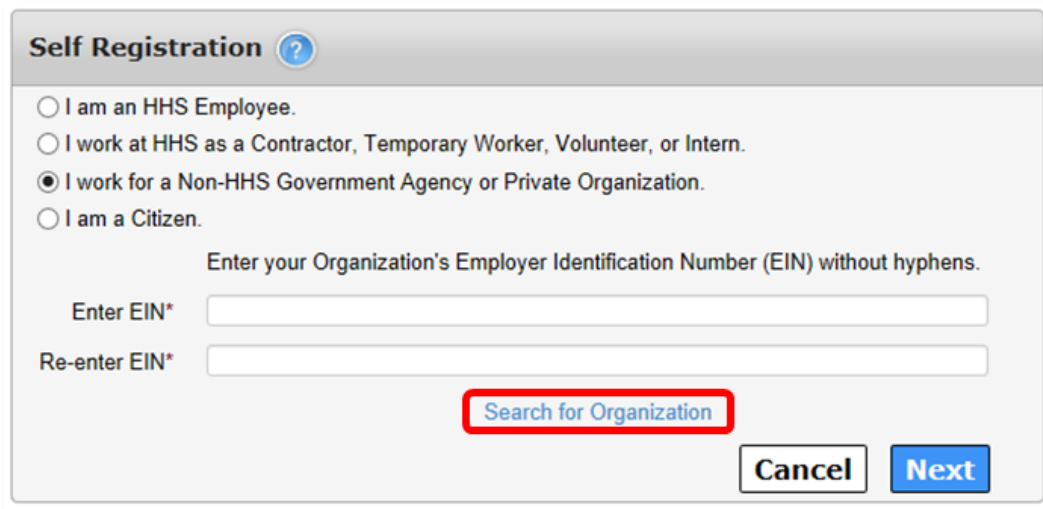
Enter your Organization's Employer Identification Number (EIN) without hyphens.

Enter EIN\*

Re-enter EIN\*

[Search for Organization](#)

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.



**Self Registration** ?

☐ I am an HHS Employee.

☐ I work at HHS as a Contractor, Temporary Worker, Volunteer, or Intern.

☒ I work for a Non-HHS Government Agency or Private Organization.

☐ I am a Citizen.

Enter your Organization's Employer Identification Number (EIN) without hyphens.

Enter EIN\*

Re-enter EIN\*

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.

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

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

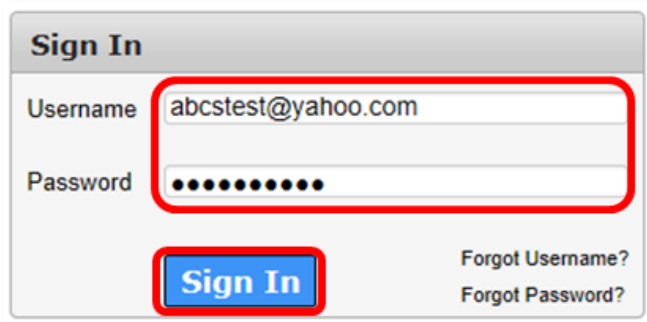
## REQUESTING AND ACCESSING ABCS

### 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



## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

HHS Enterprise Portal Welcome, Sign Out

TEXAS Health and Human Services System Home | My Profile | My Orders

**My Access**

- Manage Access
- View Agreements

**My Applications**

**Select Items**

Select up to 15 items. Search:

Access Name	Description
<input type="checkbox"/> CAPPS	Centralized Accounting & Payroll/Personnel System
<input type="checkbox"/> AARS	AARS
<input type="checkbox"/> ABCS	DFPS Automated Background Check System

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

**Select Items**

Select up to 15 items. Search:

Access Name	Description
<input type="checkbox"/> CAPPS	Centralized Accounting & Payroll/Personnel System
<input type="checkbox"/> AARS	AARS
<input checked="" type="checkbox"/> ABCS	DFPS Automated Background Check System

**Cancel** **Next**

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

**Review Order**

**Empty Cart**

Item Name	Request Type	Submitted For	Status
ABCS	New Access		<a href="#">Information Required</a>

**Return To List** **Submit Order**

- Enter the additional required information requested and click **Next**.

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

**Provide Information: DFPS Automated Background Check System**

To complete your request for Automated Background Check, please provide additional information.

First Name:  
Tester

Middle Name:

Last Name:  
Name

Date of Birth: \*  
mm/dd/yyyy

Do you have Social Security Number (SSN)?  
☐ Yes ☒ No

Identification Type: \*  
Select One

Identification No: \* ?

Comments (Maximum character length is 250)

[Back](#) [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**.

**Review Order**

[Empty Cart](#)

Item Name	Request Type	Submitted For	Status	
ABCS	New Access			<a href="#">Edit</a>

☒ I understand that by submitting this order I am agreeing that all information in each request is true and necessary.

[Return To List](#) [Submit Order](#)

10. Once submitted, a notification informing you that your request is awaiting supervisor approval will be displayed.

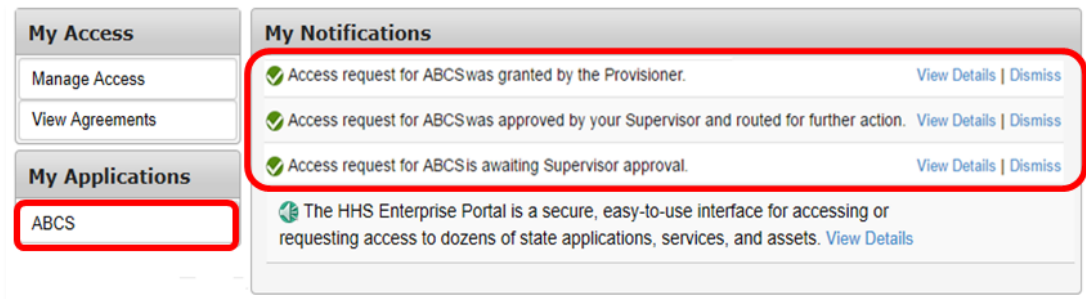
**My Notifications**

Access request for ABCS is awaiting Supervisor approval. [View Details](#) | [Dismiss](#)

The HHS Enterprise Portal is a secure, easy-to-use interface for accessing or requesting access to dozens of state applications, services, and assets. [View Details](#)

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

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 **My Notifications** section in the HHS Enterprise Portal. If approved, the application will show up under **My 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**

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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 **My Applications** sections in the left column.
4. Once you have been approved for access, you will see ABCS listed under the **My Applications** section.

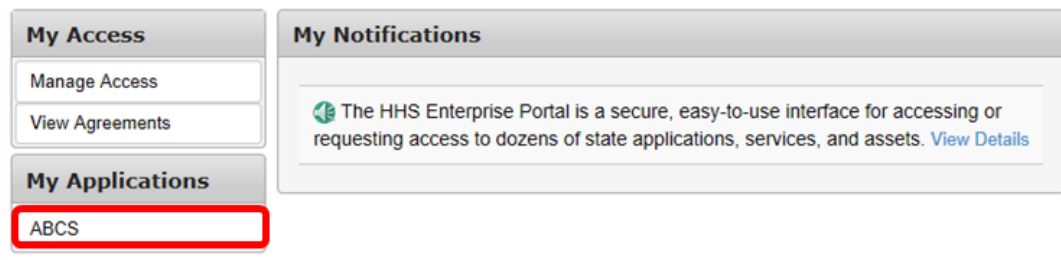


### **ACCESSING THE APPLICATION**

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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 **My Applications** section in the left column
4. Click the application to be redirected to the ABCS home page.

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## APPROVING/DENYING ACCESS (CONTRACT DESIGNATED APPROVERS ONLY)

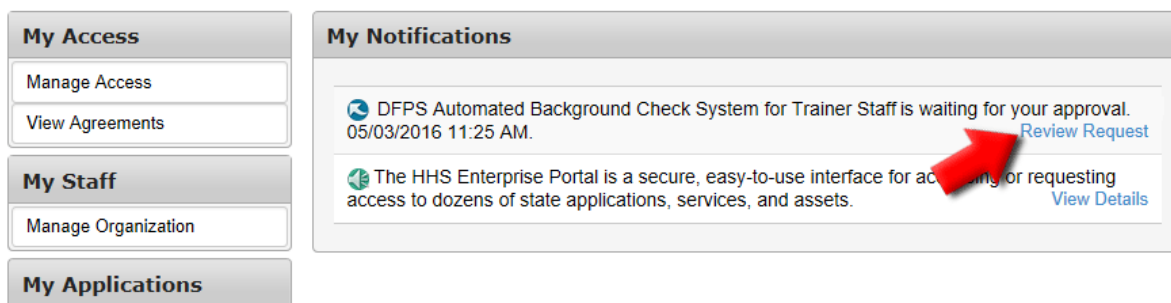
### HHS ENTERPRISE PORTAL AND ABCS ACCESS APPROVAL/DENIAL

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>.
2. Enter your Username and Password, and select **Sign In**.
3. At the portal Home Page, locate the access request in the **My Notifications** section.
4. Select **Review Request** to review and make a decision about the request.

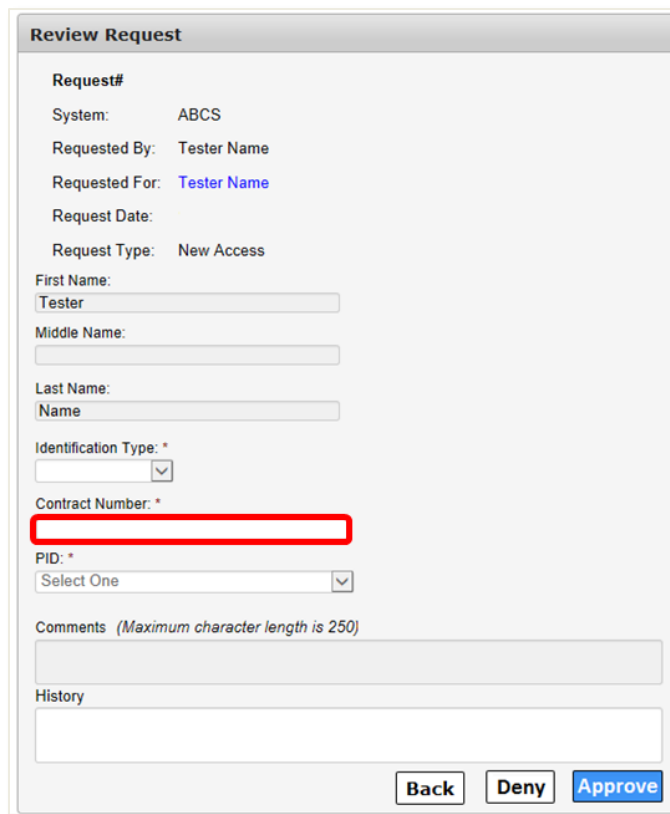


5. Review and verify the request is valid.
6. Enter required additional information, if applicable

**\*\*Please note:** Contract Number must be provided for all users and Administrators prior to approval completion indicating what contract the user will have access to in ABCS. If access to ABCS for multiple

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contracts is needed, the individual must create a separate HHS Enterprise Portal account and complete steps for obtaining ABCS access. The additional contract number may be added at the time of approval.



The 'Review Request' form contains the following fields and controls:

- Request#**: (Label)
- System:** ABCS
- Requested By:** Tester Name
- Requested For:** [Tester Name](#)
- Request Date:** (Label)
- Request Type:** New Access
- First Name:**
- Middle Name:**
- Last Name:**
- Identification Type:** \*
- Contract Number:** \*
- PID:** \*
- Comments** (Maximum character length is 250):
- History**:
- Buttons:** Back, Deny, Approve

7. After request has been reviewed, make a determination by selecting **Deny** or **Approve**.



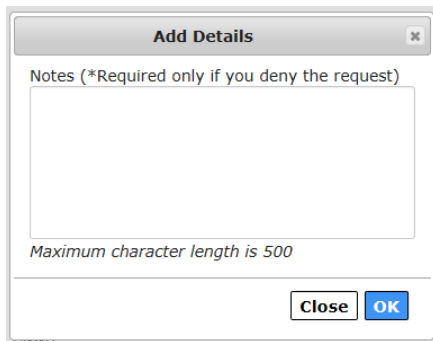
This screenshot shows the 'Review Request' form with a sidebar on the left. The sidebar contains a 'My Access' section with links for 'Manage Access' and 'View Agreements'. The main form displays the following information:

- Request#**: 6750936056297033770
- System:** EACD - D...
- Buttons:** Back, Deny, Approve (The 'Deny' and 'Approve' buttons are highlighted with a red box).

**\*\*Please Note:** If denying a request, comments **must** be provided explaining reason(s) for denial. If

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

approved, comments are optional.



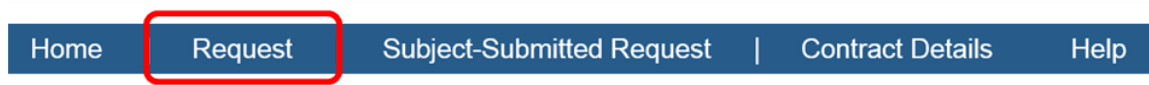
8. Once decision is complete, notification will be sent to the requestor via email and on the HHS Enterprise Portal notifications section regarding the decision made.

## ABCS FUNCTIONS


### BACKGROUND CHECK REQUEST

#### INITIATING A BACKGROUND CHECK REQUEST

1. Select **Request** from the main tab bar



2. Confirm Resource Name, Resource ID, Contract ID, and Contract 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

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

**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

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)

**Name**

\* First Name: Middle Name: \* Last Name:

Maiden Name: Suffix:

#### ➤ **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.

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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

### Alternate Name(s)

Alternate First Name:	Alternate Middle Name:
<input type="text"/>	<input type="text"/>
Alternate Last Name:	Alternate Suffix:
<input type="text"/>	<input type="text" value="v"/>
<input type="button" value="Add"/>	

4. View added alternate name(s)

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

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

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

### ➤ **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\***



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### 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

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

\* 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

\* 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 Identification

State ID Type:  ▼ ID #:  ID State:  ▼


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### ➤ 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

Birth Information

MM/DD/YYYY

\* Birth Date:  

\* Gender:

Birth City:

Birth State:

### ➤ RACE/ETHNICITY

1. Select **Ethnicity** (\*required) of background check subject
  - Declined to Indicate
  - Hispanic
  - Not Hispanic
  - Unable to Determine
2. Select identified **Race(s)** (\*required) of 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/Pacif Isl ☐ Black ☐ Asian

### ➤ CONTRACT 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)

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### Contract Information

\* External User Type:   \* Role/Job Duty:

Department ID:  Requisition Number:

HHSC Purchase Order Number:

6. Select appropriate radio button to question indicating whether subject of background check is eligible for DFPS Case Connection access (\*CASA only)

\* Eligible for DFPS Case Connection? ☐ Yes ☐ No

### ➤ 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**

### 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:

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**

### Current Address Validation

☐ Entered Address ☒ Suggested Address

Street Address 1:	123 Main St,	Street Address 1:	123 Main St,
Street Address 2:		Street Address 2:	
City:	Austin	City:	AUSTIN
County:	TRAVIS	County:	TRAVIS
State:	Texas	State:	Texas
Zip Code:	78759	Zip Code:	78754-5243

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

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

\* Has this person lived outside of Texas in the last 2 years? ☐ Yes ☐ No

- 5 years (DFPS Contractors)- FBI fingerprint check is required

\* Has this person lived outside of Texas in the last 5 years? ☐ Yes ☐ No

### ➤ 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**

**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:

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**

**Previous Address Validation**

☐ Entered Address ☒ Suggested Address

Street Address 1:	123 Second St.	Street Address 1:	123 Second St.
Street Address 2:		Street Address 2:	
City:	Austin	City:	AUSTIN
County:		County:	TRAVIS
State:	Texas	State:	Texas
Zip Code:		Zip Code:	78754-5243

10. Select **Add**

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

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

**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:

11. Repeat steps 1-10 for all **Previous Address(es)**

12. View address(es) added

Address Line 1	Address Line 2	City	County	State	Zip	
123 Second St.		AUSTIN	TRAVIS	Texas	78754-5243	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

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

Address Line 1	Address Line 2	City	County	State	Zip	
123 Second St.		AUSTIN	TRAVIS	Texas	78754-5243	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

### ➤ 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)

**Contact Information**

\* Primary Phone Type:  \* Primary Phone:  Primary Extension:

Secondary Phone Type:  Secondary Phone:  Secondary Extension:

Email:  Confirm Email:

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)

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

**Contact Information**

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

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

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

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

**Contact Information**

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

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

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

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.

**Contact Information**

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

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

\* Contact Method for Fingerprint Scheduling:

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

### ➤ **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

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

### 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

### 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

#### Active Background Check History Records

Subject	Subject Date of Birth	Check Date	Requestor	Recheck Date	
<input type="text"/>					
Mouse, Mickey	01/01/1980	10/01/2016	Doe, Jane	01/01/1982	<input type="button" value="Edit"/> <input type="button" value="Inactive"/>

3. Once located, click **Edit**

#### Active Background Check History Records

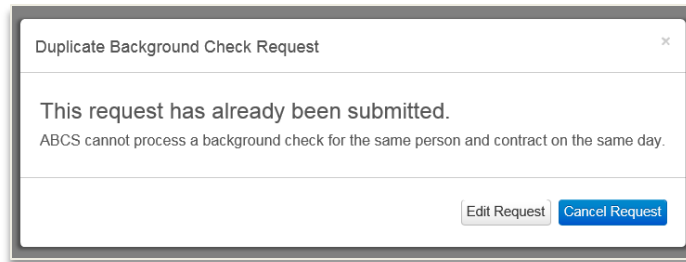
Subject	Subject Date of Birth	Check Date	Requestor	Recheck Date	
<input type="text"/>					
Mouse, Mickey	01/01/1980	10/01/2016	Doe, Jane	01/01/1982	<input checked="" type="button" value="Edit"/> <input type="button" value="Inactive"/>

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 contract 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** contract with the same submission date, the following Duplicate Background Check Request message will display:

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL



Duplicate Background Check Request

This request has already been submitted.  
ABCS cannot process a background check for the same person and contract on the same day.

[Edit Request](#) [Cancel Request](#)

### 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.

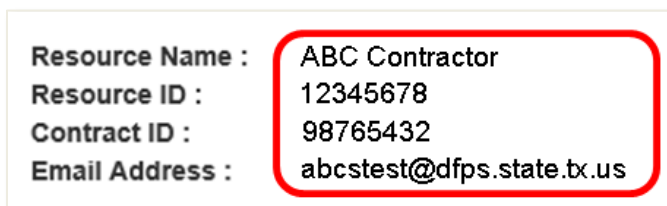
#### INITIATING A SUBJECT-SUBMITTED REQUEST

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



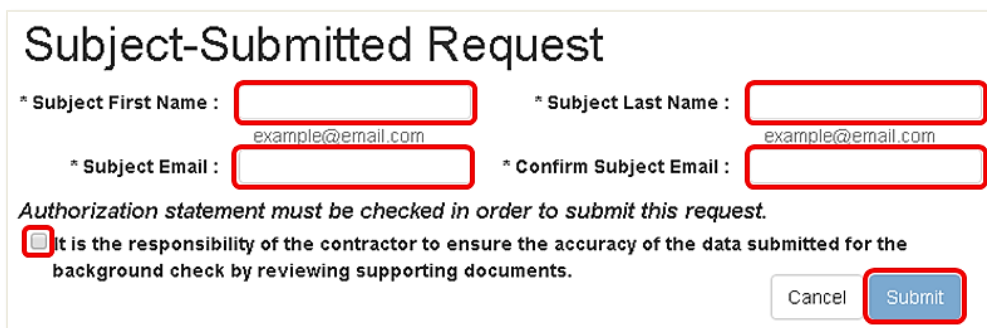
Home | Request | **Subject-Submitted Request** | Contract Details | Help

2. Confirm **Resource Name, Resource ID, Contract ID, and Contract Email Address** to submit request



Resource Name : ABC Contractor  
Resource ID : 12345678  
Contract ID : 98765432  
Email Address : abcstest@dfps.state.tx.us

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**



**Subject-Submitted Request**

\* Subject First Name :   
example@email.com

\* Subject Last Name :   
example@email.com

\* Subject Email :  \* Confirm Subject Email :

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

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

[Cancel](#) [Submit](#)



## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

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.

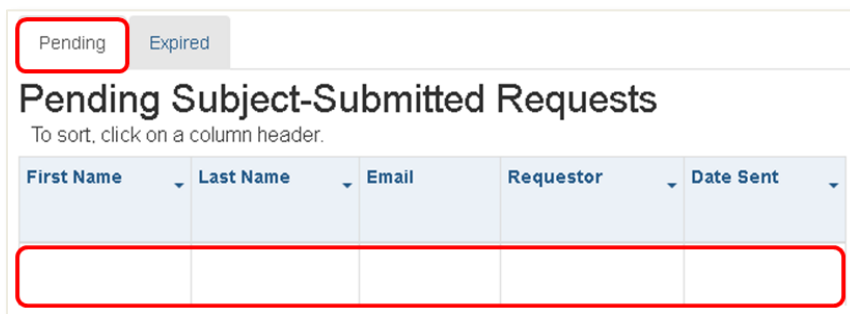
### VIEWING PENDING SUBJECT-SUBMITTED REQUESTS

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**



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**



2. Scroll to view the Subject-Submitted Requests history

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

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

Pending **Expired**

### Expired Subject-Submitted Requests

First Name	Last Name	Email	Requestor	Date Sent

### 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

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

<https://dfptest/portal/abcs/ssrequest?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**

Cancel Save **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**

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

**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

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 contract 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

Active Inactive

## Active Background Check History Records

To sort, click on a column header.

Subject	Subject Date of Birth	Check Date	Requestor	Recheck Date	
<input type="text"/>					
Mouse, Mickey	09/01/1995	10/01/2016	Doe, Jane	10/01/2018	<div>EditInactive</div>
Duck, Donald	01/01/1996	10/01/2016	Doe, Jane	10/01/2018	<div>EditInactive</div>

### 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

Active Inactive

### Inactive Background Check History Records

To sort, click on a column header.

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

### 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

Active Inactive

### Active Background Check History Records

To sort, click on a column header.

Subject	Subject Date of Birth	Check Date	Requestor	Recheck Date		
Mouse, Mickey	09/01/1995	10/01/2016	Doe, Jane	10/01/2018	Edit	Inactive
Duck, Donald	01/01/1996	10/01/2016	Doe, Jane	10/01/2018	Edit	Inactive

5. Confirm inactivation selecting **Inactivate** in the confirmation window

Confirm Inactivation

×

Please confirm you wish to inactivate Mouse, Mickey from this contract.

Cancel

Inactivate

- View individual on the Inactive background check history records list

Active Inactive					
Inactive Background Check History Records					
To sort, click on a column header.					
Subject	Subject Date of Birth	Check Date	Inactivated By	Inactivated Date	
Mouse, Minnie	05/01/1994	09/01/2016	Doe, Jane	09/15/2016	Edit
Mouse, Mickey	09/01/1995	10/01/2016	Doe, Jane	10/15/2016	Edit

#### **REACTIVATING AN INACTIVE BACKGROUND CHECK SUBJECT**

- From the ABCS home page, scroll to the Active Background Check History Records section
- Select tab labelled **Inactive** to view **Inactive Background Check History Records**
- 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
- Select **Edit**

Active Inactive					
Inactive Background Check History Records					
To sort, click on a column header.					
Subject	Subject Date of Birth	Check Date	Inactivated By	Inactivated Date	
Mouse, Minnie	05/01/1994	09/01/2016	Doe, Jane	09/15/2016	Edit

- Update background check information, as needed
- Complete initiation of [background check request](#)

#### **VIEWING INDIVIDUAL BACKGROUND CHECK HISTORY RECORDS**

- From the ABCS home page, scroll to the Active Background Check History Records section
- 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

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

Subject	Subject Date of Birth	Check Date	Requestor	Recheck Date	
Mouse, Mickey	01/01/1980	10/01/2016	Doe, Jane	01/01/1982	<a href="#">Edit</a> <a href="#">Inactive</a>

3. Once located, click on the individual's name

Subject	Subject Date of Birth	Check Date	Requestor	Recheck Date	
Mouse, Mickey	01/01/1980	10/01/2016	Doe, Jane	01/01/1982	<a href="#">Edit</a> <a href="#">Inactive</a>

4. View individual's background check history displaying:
  - Background check type
  - Date background check was submitted
  - Background check status
  - 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
  - Contract ID the background check was submitted under
  - Whether any files were uploaded with background check

Check Type	Check Date	Status	Notification Date	Requestor	Recheck Date	Subject Submitted?	Contract ID	Uploaded Files?	
DPS	10/01/2016	Action Needed	10/02/2016	Doe, Jane	10/01/2018	<input type="checkbox"/>	12345678		<a href="#">Upload</a> <a href="#">Cancel</a>
FPS	10/01/2016	Review Pending		Doe, Jane	10/01/2018	<input type="checkbox"/>	12345678		<a href="#">Upload</a> <a href="#">Cancel</a>

## UPDATING CONTRACT DETAILS

### UPDATING CONTRACT EMAIL (CONTRACT ADMINISTRATOR AND ABCS SUPER USER ONLY)

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

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

2. Scroll to **Contract Email Address** section
3. Select **Edit**

### Contract Email Address

Contract Email : abcstest1@yahoo.com Edit

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

### Contract Email Address

\*Contract Email : example@email.com  
abcs@yahoo.com Cancel Save

\*Confirm Contract Email : example@email.com  
abcs@yahoo.com

5. Select **Save**

### Contract Email Address

\*Contract Email : example@email.com  
abcs@yahoo.com Cancel Save

\*Confirm Contract Email : example@email.com  
abcs@yahoo.com

## **VIEWING CONTRACT ABCS USER LIST**

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

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

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

### Contract Details

Current User List

\* Name :

\* User Role :

\* Receive Background Check Results :  Add

Name	User Role	Email	Receive Background Check Results	
Doe, Jane	User	abcstest1@yahoo.com		<span>Edit</span> <span>Delete</span>

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

### **ADDING A NEW USER (CONTRACT 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 a contract in ABCS must go through the provisioning process obtaining an HHS Enterprise Portal account and granted for access to the particular contract by the designated approver.

1. Select **Contract 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 contract)

The 'Current User List' form contains three dropdown menus: '\* Name : Fauna,Flora', '\* User Role :', and '\* Receive Background Check Results : Yes'. An 'Add' button is located to the right of the third dropdown. Below the form is a table with columns: Name, User Role, Email, Receive Background Check Results, and two buttons (Edit, Delete).

Name	User Role	Email	Receive Background Check Results		
Henson, Jim	Administrator	abc123@yahoo.com	Yes	Edit	Delete
				Edit	Delete

3. Select **User Role** for individual (For further description of different user role functions, see [ABCS user roles](#))
  - o Administrator
  - o User

The 'Current User List' form shows the '\* User Role :' dropdown menu open, displaying two options: 'Administrator' and 'User'. The 'Add' button is visible to the right.

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 contract. (\*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)



### Current User List

\* Name : Fauna,Flora

\* User Role : User

\* Receive Background Check Results : Yes  
No

**Add**

5. Select **Add**

### Current User List

\* Name : Fauna,Flora

\* User Role : User

\* Receive Background Check Results : Yes

**Add**

6. View added user in **Current User List**

Name	User Role	Email	Receive Background Check Results	
Henson,Jim	Administrator	abc123@yahoo.com	Yes	<span>Edit</span> <span>Delete</span>
Fauna,Flora	User	abctest1@yahoo.com	Yes	<span>Edit</span> <span>Delete</span>

### **DELETING A USER (CONTRACT ADMINISTRATOR AND ABCS SUPER USER ONLY)**

If the user is no longer employed by 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 contract, 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 contract, steps must be taken to ensure security of the email account is protected.

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

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

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

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

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

### Current User List

\* Name :

\* User Role :

\* Receive Background Check Results :

Name	User Role	Email	Receive Background Check Results	
Henson,Jim	Administrator	abc123@yahoo.com	Yes	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Fauna,Flora	User	abcstest1@yahoo.com	Yes	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

#### 3. Select **Delete**

Name	User Role	Email	Receive Background Check Results	
Henson,Jim	Administrator	abc123@yahoo.com	Yes	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Fauna,Flora	User	abcstest1@yahoo.com	Yes	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

#### 4. Confirm deletion selecting **Delete** in confirmation window

### Delete Confirmation

Are you sure you want to delete this user

#### 5. View user removed from Current User List

### Current User List

\* Name :

\* User Role :

\* Receive Background Check Results :

Name	User Role	Email	Receive Background Check Results	
Henson,Jim	Administrator	abc123@yahoo.com	Yes	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
				<input type="button" value="Edit"/> <input type="button" value="Delete"/>

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

#### 1. Select **Contract Details** from the ABCS menu bar

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

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

3. Select **Edit**

**Contract Details**

**Current User List**

\* Name :

\* User Role :

\* Receive Background Check Results :

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

4. Update user information, as needed:

- User Role
- Ability to receive background check results

Name	User Role	Email	Receive Background Check Results	
Doe, Jane	<input type="text" value="User"/>	abctest1@yahoo.com	<input type="text"/>	<input type="button" value="Cancel"/> <input type="button" value="Save"/>

5. Select **Save**

Name	User Role	Email	Receive Background Check Results	
Doe, Jane	<input type="text" value="User"/>	abctest1@yahoo.com	<input type="text" value="Yes"/>	<input type="button" value="Cancel"/> <input type="button" value="Save"/>

**LINKING CONTRACTS (CONTRACT ADMINISTRATOR AND ABCS SUPER USER 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.**

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

Home | Request | Subject-Submitted Request |  | Help

2. Scroll to **Linked Contracts** section

3. Enter the contract ID to be linked in the **Link to Contract ID** text field

**Linked Contracts**

Link To Contract ID :

Linked Contract ID

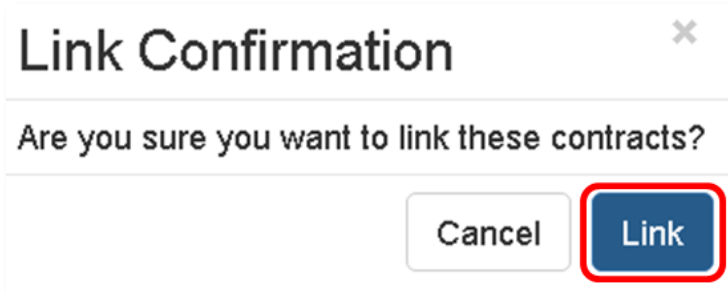
--

4. Select **Link**



The screenshot shows a web form titled "Linked Contracts". It has a label "Link To Contract ID :" followed by a text input field containing "12345679". To the right of the input field is a blue button labeled "Link", which is highlighted with a red rectangular box. Below the input field is a table with a header "Linked Contract ID" and one empty row.

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



The screenshot shows a "Link Confirmation" dialog box with a close button (X) in the top right corner. The text inside asks, "Are you sure you want to link these contracts?". At the bottom, there are two buttons: "Cancel" and "Link". The "Link" button is highlighted with a red rectangular box.

6. Linked contracts are now displayed by Contract ID in the Linked Contracts section



The screenshot shows the "Linked Contracts" form. The "Link To Contract ID :" field is empty, and the "Link" button is visible. Below it, the table has a header "Linked Contract ID" and one row containing the contract ID "12345679". The "12345679" is highlighted with a red rectangular box. To the right of the ID in the same row is an "Unlink" button.

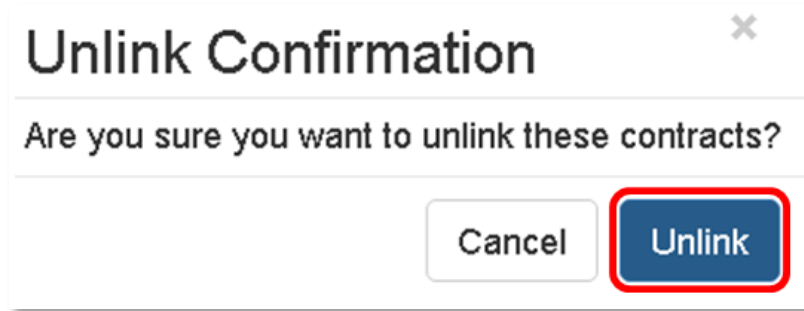
### **UNLINKING CONTRACTS (CONTRACT ADMINISTRATOR AND ABCS SUPER USER ONLY)**

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



The screenshot shows the "Linked Contracts" form. The "Link To Contract ID :" field is empty, and the "Link" button is visible. Below it, the table has a header "Linked Contract ID" and one row containing the contract ID "12345679". The "Unlink" button next to the ID is highlighted with a red rectangular box.

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



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## **BACKGROUND CHECK RESULTS**

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### **RECEIVING BACKGROUND CHECK RESULTS**

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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 contract.

- 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**

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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 CBCU for further instructions.

### **ACCESSING DOCUMENT UPLOAD FROM ACTION REQUIRED RESULT NOTIFICATION EMAIL**

1. Select hyperlink in email received

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. Continue to [Document Upload](#)

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

### 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

**Active Background Check History Records**

Subject	Subject Date of Birth	Check Date	Requestor	Recheck Date	
<input type="text"/>					
Mouse, Mickey	01/01/1980	10/01/2016	Doe, Jane	01/01/1982	<input type="button" value="Edit"/> <input type="button" value="Inactive"/>

3. Once located, click on the individual's name

**Active Background Check History Records**

Subject	Subject Date of Birth	Check Date	Requestor	Recheck Date	
<input type="text"/>					
Mouse, Mickey	01/01/1980	10/01/2016	Doe, Jane	01/01/1982	<input type="button" value="Edit"/> <input type="button" value="Inactive"/>

4. Locate the type of background check documents are related to
5. Select **Upload**

**Mouse, Mickey Background Check History**

Check Type	Check Date	Status	Notification Date	Requestor	Recheck Date	Subject Submitted?	Contract ID	Uploaded Files?	
DPS	10/01/2016	Action Needed	10/02/2016	Doe, Jane	10/01/2018		12345678		<input type="button" value="Upload"/> <input type="button" value="Cancel"/>
FPS	10/01/2016	Review Pending		Doe, Jane	10/01/2018		12345678		<input type="button" value="Upload"/> <input type="button" value="Cancel"/>

6. Continue to [Document Upload](#)

### DOCUMENT UPLOAD

1. Select **Browse**

**Upload File**

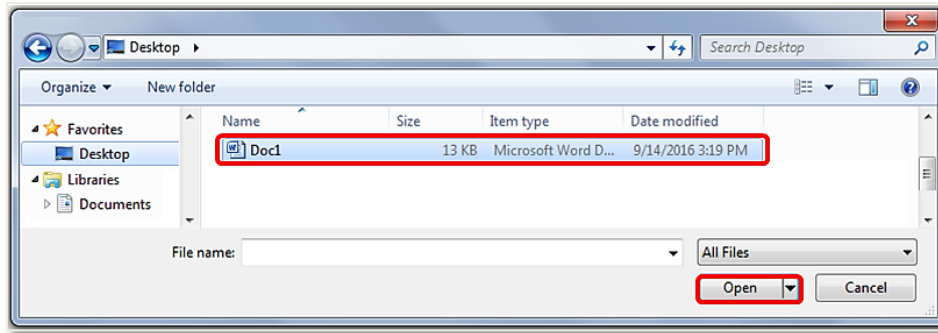
The following file formats may be uploaded: '.JPG, .doc, .docx, or .PDF'

File Size Limit is 25 MB.

Select a file

2. Locate file to upload
3. Click on file to upload
4. Select **Open**

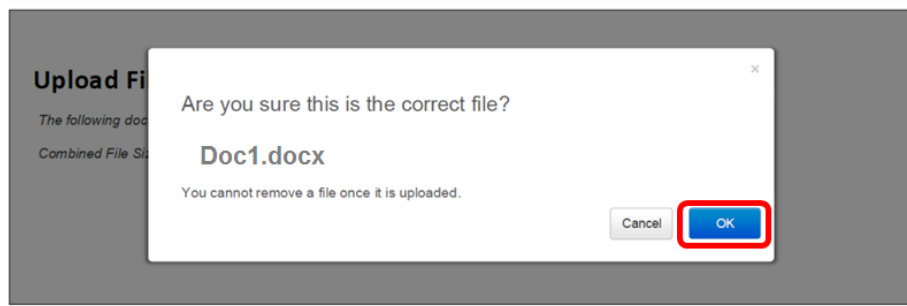
## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL



### 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



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

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.

<b>Role Type</b>	<b>ABCS functions available</b>
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><b>**All user functions plus:</b></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><b>**All user and administrator functions plus:</b></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 OUT OF ABCS**

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



Welcome (User ID: ) My Account **Log Out**



## **CONTACT US**

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

For technical assistance with accessing the Automated Background Check System (ABCS), please contact the CBCU Support Line at: (800) 645-7549. The support line is available Monday through Friday from 8:00 a.m. to 4:30 p.m. Central Time.

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](http://www.dfps.state.tx.us/Background_Checks), or
- Send an email to the CBCU Background Checks mailbox at: [AskCBCU@dfps.state.tx.us](mailto:AskCBCU@dfps.state.tx.us)

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## **APPENDIX A: BACKGROUND CHECK POLICY REFERENCES**

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

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

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## **APPENDIX B: DFPS STAFF USE ONLY**

### **SETTING UP AN INITIAL USER FOR A CONTRACT**

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When a new contract 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 contract. If individuals outside of DFPS will be accessing ABCS to submit background checks for the contract, several additional steps must be completed before the initial user for the contract can access ABCS and begin submitting background check or approving additional users for the organization.

1. Create resource and contract in IMPACT
2. [Register Contract in ABCS](#)
3. Begin submitting background checks in ABCS. \*\*If external users outside of DFPS will be added to ABCS on the contract, submit background check for initial requested user in ABCS under new contract 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 contract to request access to the HHS Enterprise Portal
6. Agency sponsor must approve access to HHS Enterprise Portal

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

7. Advise identified initial ABCS user for the contract 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 contract in ABCS adding contract 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 for the contract, additional steps must be 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 contract 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>
- 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>

### REGISTER CONTRACT IN ABCS

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

1. Log in to the HHS Enterprise Portal and open ABCS
2. Select **Register Contract** tab

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

3. Enter **Resource ID** as displayed in IMPACT
4. Enter **Contract ID** as displayed in IMPACT
5. Select **Contract Type** (CASA, DADS, DFPS New Hire, DFPS Volunteer, External Access Users, External Volunteer Agencies, HHSC Vendors, PCS, Other)
6. Enter and confirm **Contract Email**

**Register Contract**

\* Resource ID :  \* Contract ID :

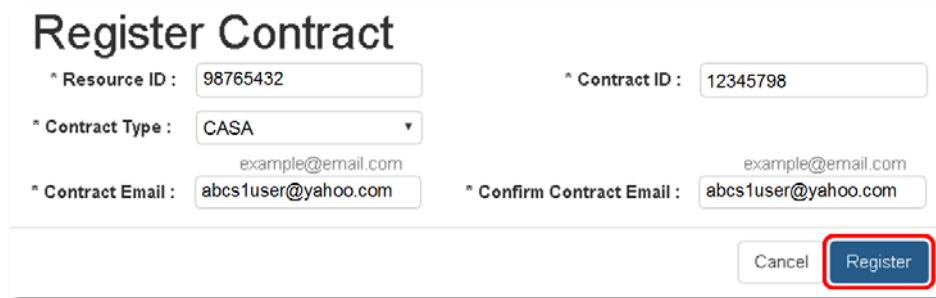
\* Contract Type :

example@email.com example@email.com

\* Contract Email :  \* Confirm Contract Email :

Cancel Register

7. Select **Register**



The 'Register Contract' form contains the following fields and controls:

- \* Resource ID : 98765432
- \* Contract ID : 12345798
- \* Contract Type : CASA (dropdown menu)
- \* Contract Email : abcs1user@yahoo.com (with example@email.com above it)
- \* Confirm Contract Email : abcs1user@yahoo.com (with example@email.com above it)
- Buttons: Cancel and Register (highlighted with a red box)

### **ADDING A DESIGNATED APPROVER FOR A CONTRACT**

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

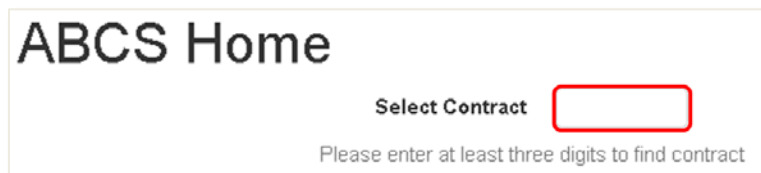
Instructional resources on adding a designated approver to the HHS Enterprise Portal can be located at:

- Web guided instructions:  
<https://hhsportal.hhs.state.tx.us/helpGuide/UnauthenticatedUser/Content/ManagePartnerOrganizations.htm>
- 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>

### **SELECTING A CONTRACT**

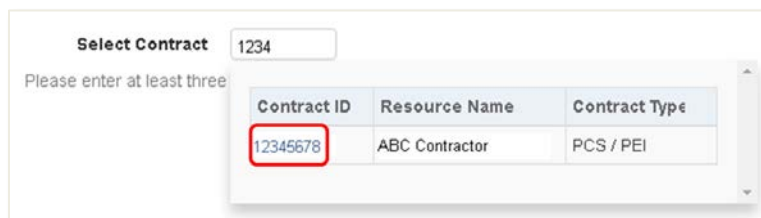
When accessing ABCS as a super user, a specific contract must be searched to complete any actions or view background check history.

1. Begin entering Contract ID in the **Select Contract** field on the ABCS Home page



The 'ABCS Home' page features a 'Select Contract' label and an input field (highlighted with a red box). Below the input field is the text: 'Please enter at least three digits to find contract'.

2. Select contract by clicking the contract number in the **Contract ID** column



The dropdown menu shows a table of contracts. The first row is highlighted with a red box around the Contract ID.

Contract ID	Resource Name	Contract Type
12345678	ABC Contractor	PCS / PEI

3. View selected contract details on ABCS Home page

## ABCS Home

Resource Name : ABC Contractor  
Resource ID : 12345678  
Contract ID : 98765432  
Email Address : abcstest@dfps.state.tx.us

### EDITING CONTRACT TYPE

---

1. Enter contract number in **Select Contract** field on the ABCS home page

## ABCS Home

Select Contract

Please enter at least three digits to find contract

2. Select contract in pop-up window by clicking the contract number in the **Contract ID** column

Select Contract 1234

Please enter at least three

Contract ID	Resource Name	Contract Type
12345678	ABC Contractor	PCS / PEI

3. Select **Contract Details** tab

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

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

## Contract Type

Contract Type : PCS / PEI

Edit

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

## Contract Type

Contract Type : PCS / PEI

Cancel

Save

### VIEWING BACKGROUND CHECK DETERMINATION

---

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL

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

Active Inactive

### Active Background Check History Records

Subject	Subject Date of Birth	Check Date	Requestor	Recheck Date	
Mouse, Mickey	01/01/1980	10/01/2016	Doe, Jane	01/01/1982	Edit Inactive

3. Once located, click on the individual's name

### Active Background Check History Records

Subject	Subject Date of Birth	Check Date	Requestor	Recheck Date	
Mouse, Mickey	01/01/1980	10/01/2016	Doe, Jane	01/01/1982	Edit Inactive

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

Mouse, Mickey 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	10/01/2016	Review Pending	Clear		Doe, Jane	10/01/2018		12345678		Upload Cancel
FPS	10/01/2016	Review Pending			Doe, Jane	10/01/2018		12345678		Upload Cancel
DPS	10/05/2014	Review Pending			Doe, Jane	10/05/2016		12345678		Upload Cancel
FPS	10/01/2014	Review Pending	Clear		Doe, Jane	10/05/2016		12345678		Upload Cancel

## APPENDIX C: HHS ENTERPRISE PORTAL ACCOUNT MANAGEMENT

### MANAGING HHS ENTERPRISE PORTAL PROFILE

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

## DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL



TEXAS  
Department of Family and Protective Services

Home | My Profile | My Orders

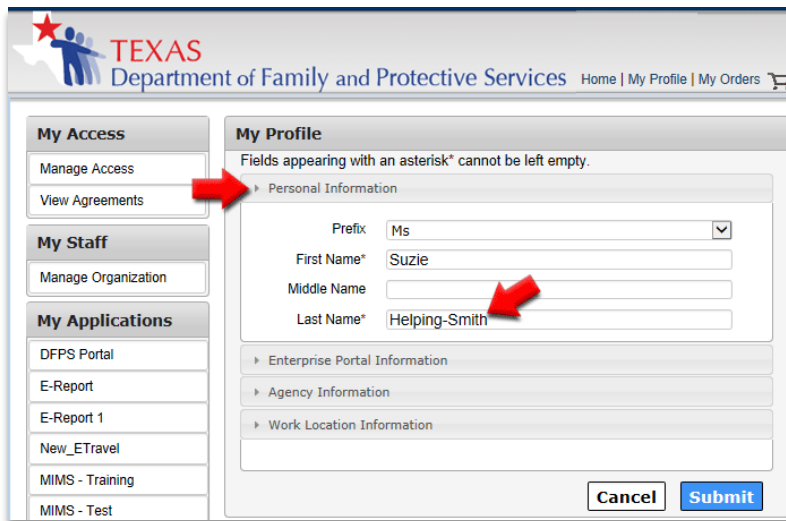
**My Access**

- Manage Access
- View Agreements

**My Notifications**

Approval required for new user registration. Expires 04/09/2016 01:57 PM.  
[Review Request](#)

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.



TEXAS  
Department of Family and Protective Services

Home | My Profile | My Orders

**My Access**

- Manage Access
- View Agreements

**My Staff**

- Manage Organization

**My Applications**

- DFPS Portal
- E-Report
- E-Report 1
- New\_ETravel
- MIMS - Training
- MIMS - Test

**My Profile**

Fields appearing with an asterisk\* cannot be left empty.

Personal Information

Prefix: Ms

First Name\*: Suzie

Middle Name:

Last Name\*: Helping-Smith

Enterprise Portal Information

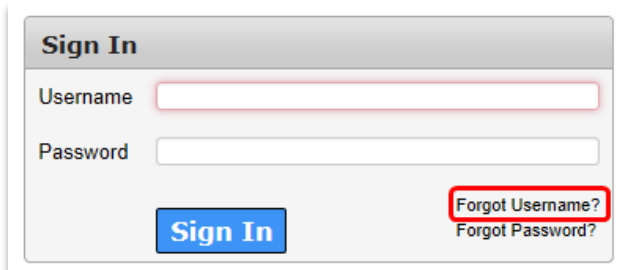
Agency Information

Work Location Information

Cancel Submit

## FORGOT HHS ENTERPRISE PORTAL USERNAME

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



**Sign In**

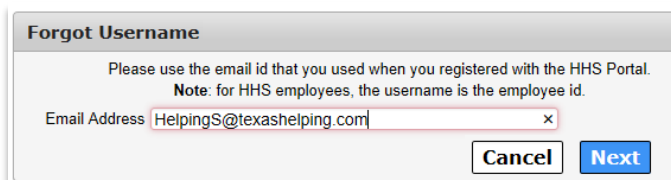
Username:

Password:

Sign In

Forgot Username?  
Forgot Password?

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



**Forgot Username**

Please use the email id that you used when you registered with the HHS Portal.  
Note: for HHS employees, the username is the employee id.

Email Address: HelpingS@texashelping.com

Cancel Next

## **DFPS AUTOMATED BACKGROUND CHECK SYSTEM (ABCS) USER MANUAL**

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:  
[https://hhsportal.hhs.state.tx.us/helpGuide/UnauthenticatedUser/Content/2\\_Access\\_Portal/Usenames.htm](https://hhsportal.hhs.state.tx.us/helpGuide/UnauthenticatedUser/Content/2_Access_Portal/Usenames.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>

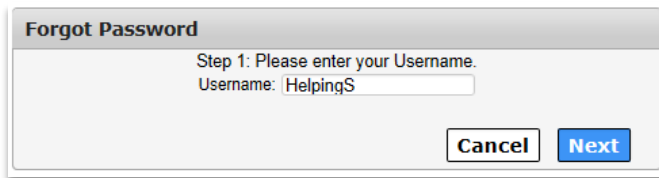
### **FORGOT HHS ENTERPRISE PORTAL PASSWORD**

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



2. Enter your portal Username and select Next.



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](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>