

CONNECT Provider Portal - How Do I Job Aid

How Do I Manage My Background Check Contacts?

The following job aid will help providers understand how to set up and manage their Background Check Contacts in the CONNECT Provider Portal. Once Background Check Contacts are set up and the provider organization has registered with Fieldprint, the organization is responsible for receiving and reviewing fingerprint information. CONNECT will send background check results to the portal associated with individuals. The background check results remain on the portal for six (6) months.

Requirements to setup to receive Background Check results in the CONNECT Provider Portal:

- Register your provider with DBHDS Background Investigations Unit which will identify your organization with Fieldprint.
- Register in the CONNECT Provider Portal and ensure all those who will be receiving
 Background Check results have security access to Background Checks (only those with all
 access or Background Check access can see results in the Connect Provider Portal)
- Set up CONNECT Users as a Background Check Contact by following the steps outlined in the job aid.

Steps to Add a Background Check Contact in the CONNECT Provider Portal

Step 1: Log into CONNECT and navigate to the CONNECT Provider Dashboard by clicking the **Dashboard** link.

e Provider Portal Dashboard ashboard once the request f	d is showing Access F or access has been a	Pending, y	our access is pending approval. You will be able to select the
PORTANT: If you are apply ganization record that the lid ganization with a Pending – therwise, click the "Change	ring for a change in o cense(s) will be issue Change of Ownershi of Ownership Appli	wnership, d to after t ip listed be cation" bu	you must submit the application under the new provider he change in ownership takes place. If you see the provide iow, click the Dashboard link for that organization. Itton below the table.
Provider Name	Number	Status	Select
Supportive Services	517	Active	Dashboard

Step 2: From the Provider Portal Dashboard landing page, click the Background Checks menu link.



Step 3: The Background Check Status page displays all individuals who have submitted fingerprints to Fieldprint in the last six months for your provider organization. It will include information for the status of the background decision as well as a link to the decision letter once it is issued. To set up a background check contact, click the **Manage Background Check Contacts** button.

Ceveropmental	amices	
Background	Check Status	
The status of su and the decisior Investigations U	omitted background check results are listed below. Once a decision letter is sent to the specified contact, the status below will show as complete will be displayed. Completed background checks will remain in this summary for 6 months. If any fingerprints are rejected, the Background in twill send an email to the specified contact informing them of that status.	
To view and edi	the contacts on file, please click the "Manage Background Check Contacts" button.	
Menore Dos	annual Oburth Dashada	
manage bac	Allound Check Contacts	
For technical as	sistance or questions, please send an email to the Background Investigation Unit at mailinda.roberts@dbhds.virginia.gov.	
Return to Da	shboard	

Step 4: From the Background Checks page any Background Check Contacts will display on this page. Contacts can be edited or removed. You can add a Background Check Contact. However, this does not

grant access to the CONNECT Provider Portal. Click the Add New Contact button.

	ound Checks							
ease re intact. T intact.	view the Backgro o add a contact ti	und Check Co o the organiza	ntacts for the organiz tion, select the "Add	tation. To remove a co Contact" button. To e	ontact as a Backy dit the information	ground Check n on file for a c	Contact, select the Ren contact listed, select the	nove link next to that Edit link next to that
'hen you age onc	add a new Back they are added.	ground Check To reassign C	Contact, the system ontact ID numbers, u	will automatically ass update the value in the	ign the Contact I e Contact ID colu	D Number. You mn and click *	a may reassign Contact Save" at the bottom of	ID Numbers on this the page.
OTE: Yo	u cannot assign	the same Conf	act ID Number to mo	re than one Backgrou	und Check Conta	ict.		
or techn	ical assistance or	questions, ple	ase send an email to	the Background Inve	estigation Unit at	malinda.robert	s@dbhds.virginla.gov.	
lame	Address	Phone	Email	c	Contact For	Org Number	ContactID	
Add New	Contact 🔶	-						

Step 5: The Background Check Contact – Search page requires you to enter the name and email of the contact. This is a search page to find the CONNECT User Account of the contact. Enter the First and Last Name along with their email address. Click the **Search** button.

Please search the Office of L enter as much information as	icensing database for an existing record for the contact. If a record is not found, you will be able to create one. For best results, a possible.
First Name:	
Last Name:	
Email Address:	

Step 6: If the name is found, select the name. Remember, the Background Check Contact must also have a CONNECT User Account. If no name is returned from the result, click **Create New Record** to setup a CONNECT User Account by selecting Manage Contacts from the dashboard menu after the Background Check Contact has been added.

A. If a name is returned, Select the Radio Button next to the contact and click the **Next** button.

Background Check Contact - Search Results	
If the record for the contact that you searched for is found, please select their record then click "Next" to continue. If the contact record you searched for is not listed, or if no results were returned, click "Create New Record" to create a new record for the contact.	
NOTE: If you are unsure that a record listed in the results is the correct record or not, create a new record by selecting "Create New Record" below. Do not select the record unless you are sure it is the correct contact.	
Name Mailing Address Email Address Select	
Robyn Maitland O Create New Record O	
Back Next	

B. If no name is returned. Click **Create New Record** and enter the new record contact information. Continue through each screen until all information has been entered.



Step 7: A Contact ID is automatically assigned and identifies who should get decision letters. Providers should only have one Background Check Contact per Contact ID. Click the **Finish** button.

Note: The Background Checks – Completion page will display as shown below whether you have selected a user from the background check search or created a new record.

Background Checks	- Completion
You have successfully ad Contact ID must be provi contact for the organization	ided the Background Check Contact. Please note the Organization Number and Contact ID below. The Organization Number and ded to Fieldprint when an applicant is registering for an appointment. This is to ensure that the eligibility ruling is sent to the appropriate on.
Contact Name:	Robyn Maitland
Organization Number:	5589
Contact ID:	002

Step 8: The Background Check Contact is now set up and will receive status of individual background checks and be able to view decision letters for six months following the Fieldprint data sent to CONNECT. Click the **Save** and **Return to Dashboard** button.

ваского	ound Checks							
Please re contact. T contact.	view the Backgrou o add a contact to	nd Check Cor the organizat	ntacts for the organization. To remo ion, select the "Add Contact" butto	ove a contact as a Backgrou on. To edit the information or	nd Check (n file for a c	Contact, select the Rer contact listed, select the	move link nex e Edit link nex	t to that t to that
When you	add a new Backg	round Check	Contact, the system will automatic	ally assign the Contact ID N	umber. You	may reassign Contac	t ID Numbers	on this
page once	e they are added.	to reassign C	ontact ID numbers, update the value	ie in the Contact ID column	and click "	save at the bottom of	the page.	
NOTE: Yo	u cannot assign th	ne same Cont	act ID Number to more than one Ba	ackground Check Contact.				
For techni	cal assistance or o	questions, ple	ase send an email to the Backgrou	ind Investigation Unit at mali	inda.robert	s@dbhds.virginia.gov.		
Name	Address	Phone Number	Email	Contact For	Org Number	ContactID		
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i para	Contraction of the			Residence Cardinal Strength Voter				
teres.				A Caller's Taulo	-	002	Edit	Remove
_				Receiption Paulities Strong Paulo				
Add Now	Contact							
Audition	Contact							

This completes the job aid for **How Do I Manage Background Check Contacts in the CONNECT Provider Portal?**