ARIZONA
CENTRALIZED BACKGROUND CHECKS (CBC)
Employer and Agency User Guide March 2024

DES
Your Partner For A Stronger Arizona

DEPARTMENT OF CHILD SAFETY
STATE OF ARIZONA

Contents

INTRODUCTION

The Arizona Centralized Background Checks (CBC) is a web portal for Individuals, Employers, and Agencies to access background check results from the following sources:

- Arizona Department of Child Safety (DCS) Central Registry
- Arizona Adult Protective Services (APS) Registry
- Department of Public Safety (DPS) Fingerprint Clearance Card (status only)

This guide is intended to provide instructions for **employers and agencies** to monitor the status of background check requests and review results.

PROCESS OVERVIEW

Individuals who need a background check must create an account and submit a request for employment or to become a DCS caregiver (foster care, adoption, or guardian). The individual must connect their request to an employer or caregiver agency. This authorizes the employer or caregiver agency to receive the background check results.

A background check request can only be submitted by the person who needs a background check. Employer and Agency representatives cannot submit a request on behalf of an Individual but may provide assistance with the process.

Employers who are contractually obligated to complete background checks per agency agreements must connect to designated agency accounts to authorize permission for the agency to view and download the results for each employee. Employers may also identify others within their organization to have a CBC agency account to provide oversight.

When the background checks for the CBC sources are completed, an automated email is sent to the individual, any connected employer, and connected agency to indicate a notification is available in the Message Center. This notification will include a link by which to download the results.

Employers and agencies will have a dashboard view listing all current employees and the status of their requests. **Note:** In the future, a download report of the dashboard list will also be available.

Periodic automated rechecks will be performed. If new results are found since the last background check, notifications will be sent to the individual, any connected employer, and any connected agency accounts.

The CBC will initiate notifications for annual employment background checks for each Individual account that is connected to an Employer account. The annual background check will be due 12 months from the last background check result report. The CBC will generate notifications 90 days in advance of the expiration of the current background check request. If the Individual does not submit a new request by the due date, the background check will be expired, and notification will be sent to the individual, any connected Employer, and connected Agency accounts.

GET STARTED

Before creating an account, determine if you will need an Employer or Agency role in the CBC. Then follow the instructions in this guide for the applicable role.

The CBC Employer role is used for those responsible for:

- Hiring individuals for employment positions requiring a background check AND managing the list of current applicants/employees who require a background check OR
- Completion of background checks for DCS caregivers.

The CBC Agency role is used for those responsible for oversight of your team, company, organization, or agency's background checks. **Note:** If you have more than one person who needs to have oversight, you can create multiple accounts with agency role and link to the account with employer role.

Examples:

- A company has an HR person responsible for background checkss for applicants/employees who work for the company. Follow the instructions for 'Employer' role.
- An agency has an HR person responsible for background checks for applicants/employees who work for the agency. Follow the instructions for 'Employer' role.
- An agency has a person responsible for monitoring contract compliance for an employer *(provider, vendor, etc.)*. Follow the instructions for 'Agency' role.
- A large company has many locations and has a person responsible for monitoring the background checks managed by multiple HR teams. Follow the instructions for 'Agency' role.
- An adoption agency needs background checks for DCS caregivers. Follow the instructions for 'Employer' role.
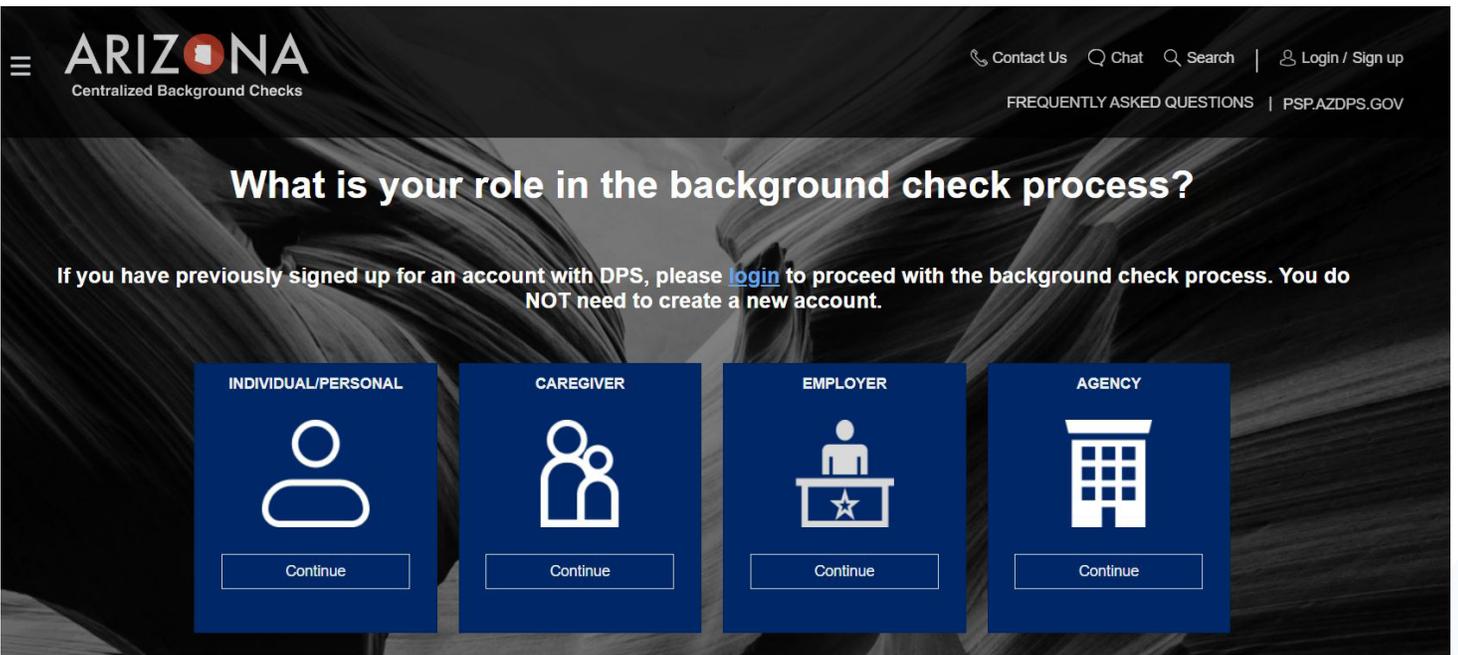
Figure 1. CBC Portal Landing and Sign up Page

Figure 2. CBC Portal Landing Page - Mobile

CBC LANDING PAGE AND SIGN UP PAGE

The main landing page to get started with the CBC is located at: cbc.az.gov. **Note:** The CBC also has a mobile phone view.

Click the Login/Sign Up option in the upper right corner of the page. The page presents this question: 'What is your role in the background check process?' Select 'Employer' or 'Agency'.

The Landing page also includes:

- **Contact Us:** The 'Contact Us' page provides the FAQ's, Technical Support email, and DPS PSP link.
- **Chat:** The 'Chat with Us' option provides a Virtual Assistant to help answer common questions.
- **Search:** The search option compares the search term to the Frequently Asked Questions (FAQ's) to help answer questions.
- **Frequently Asked Questions:** The Frequently Asked Questions section includes the five categories of questions.
    - General
    - Individual/Personal
    - Employer
    - Agency
    - DES
- psp.azdps.gov: A link to the Department of Public Safety (DPS) Public Services Portal (PSP) is provided to navigate to the PSP portal for additional options related to your Fingerprint Clearance Card.

CREATE AN ACCOUNT

If you have a Department of Public Safety (DPS) - Public Services Portal (PSP) account, you do not need to create another one to use the CBC. Use your PSP username and password to login to: cbc.az.gov.

The following functions are shared with the DPS PSP:

- The same account is used to login to both portals.
- The account profile can be updated from either portal.
- Employer/employee relationships can be updated from either portal.
- Name changes to an account associated with DPS must be processed through the DPS PSP before they can be applied to the CBC.

If you do not have a DPS PSP account, go to cbc.az.gov to create a CBC account.

CREATE A CBC ACCOUNT: EMPLOYER ROLE

The CBC Employer account role is used for those responsible for:

- Hiring individuals for employment positions requiring a background check AND managing the list of current applicants/employees who require a background check OR
- Completion of background checks for DCS caregivers.

To create a CBC account with the role of Employer or DCS Caregiver:

- Click the Login/Sign Up option in the upper right corner of the cbc.az.gov landing page.
- Click 'Continue' on the 'Employer' tile.
- On the 'Acknowledgement' Page:

- ○ Check the box for 'I have read the statements above and understand the terms in which my employees or prospective caregivers may be requesting background checks.'
  - ○ Click 'Continue'.
- On the 'Profile Information' page, enter the following and click 'Continue':
  - ○ Enter your Business/Agency Name
  - ○ Will you be doing checks for your own employees or caregivers, or will you be monitoring employers? **Select 'Doing checks for Employees or Caregivers'.**
  - ○ What is your DES affiliation? Select the option that applies:
    - ▪ Current Contractor/Service Provider
    - ▪ Potential Contractor/Service Provider
    - ▪ DES Human Resources (HR)
    - ▪ Not Affiliated with DES
  - ○ If a DES affiliation was selected, select all of the divisions that apply:
    - ▪ Division of Developmental Disability (DDD)
    - ▪ Division of Child Care (DCC)
    - ▪ Division of Community Assistance and Development (DCAD)
    - ▪ Division of Aging and Adult Services (DAAS)
    - ▪ Division of Employment and Rehabilitation Services (DERS)
    - ▪ Division of Arizona Early Intervention Program (AzEIP)
    - ▪ OP - Office of Procurement (OP)
    - ▪ Other (Describe below): Enter the division name
  - ○ Legal First Name, Legal Last Name and Middle Initial. Enter your Legal First Name and Legal Last Name again to confirm.
  - ○ If applicable, select a Suffix.
  - ○ Enter your title in 'Representative Title'.
  - ○ Enter and confirm your email address. This email address will be the username to login to the portal. The CBC requires a unique email address for each account. It is recommended to **use a group company email address**.
  - ○ Enter and confirm a password for your account. The password must contain a minimum of 8 and maximum of 20 characters with 1 uppercase, 1 lowercase, and 1 special character or number.
- On the 'Address' page, enter the following and click 'Continue':
  - ○ Physical Address: The business/agency physical address.
  - ○ Home Number: Enter your primary business/agency phone number.
  - ○ Mobile Number: If you would like to receive the account verification code by text, enter a Mobile Number.
  - ○ Mailing Address: If your mailing address is the same as your physical address, click the 'use same address as above' checkbox. Otherwise, enter the business/agency mailing address.
- On the 'Security Questions' page:
  - ○ Select 3 Security Questions
  - ○ Enter an Answer for each Security Question.
  - ○ Click 'Create Account'.
- Login to your email account and locate the CBC account confirmation email.
  - ○ Click 'Confirm Account' in the email. **Note:** The email references 'The DPS Team' since the accounts are shared for both the DPS PSP and the CBC portal. **The 'Confirm Account' link loads the DPS PSP. If you have closed the CBC page, return at: cbc.az.gov and click Login.**
  - ○ On the CBC Create Account - 'Verify Your Email', click 'Login'.
  - ○ Enter your email address and CBC password. Click 'Login'.

Create an Account: Employer Role Page Examples

Figure 3. Create Account: Acknowledgement Page

Creating Your Account

*Indicates required field.

Business/Agency Name*

_____

Will you be doing checks for your own employees or caregivers, or will you be monitoring employers?*

(•) Doing checks for Employees or Caregivers   ( ) Monitoring Employers

What is your DES affiliation? Select the option that applies.*

( ) Current Contractor/Service Provider

( ) Potential Contractor/Service Provider

( ) DES Human Resources (HR)

( ) Not affiliated with DES

Legal First Name*

_____

Confirm Legal First Name*

_____

Middle Initial

_____

Legal Last Name*

_____

Confirm Legal Last Name*

_____

Representative Title*

_____

Email*

_____
example@email.com

Confirm Email*

_____
example@email.com

Password*

👁

Minimum of 8 and maximum of 20 characters with 1 uppercase 1 lowercase and 1 special character or number.

Confirm Password*

👁

Cancel

Continue

Figure 4. Create Account: Profile Information Page

Physical Address

Address*

Apt

Example: #2A

City*

State*
Arizona ▼

Zip code*

To login you will be required to enter a code. If you would like to receive this code by text, please enter a mobile number.

Business Number*

Mobile Number

Optional

Mailing Address

☐ Use same address as above

Address*

Apt

Example: #2A

City*

State*
Arizona ▼

Zip code*

Cancel   **Continue**

Figure 5. Create Account: Address Page

**Figure 6. Create Account: Security Questions Page**

Verify Your Email

Your account has been created, but it needs to be verified. Check your email and click the confirmation link to verify your account. If you did not receive the email, check your spam, junk, or trash folder.

Clicking the Confirm Account button will re-direct you to the Department of Public Safety (DPS) Public Services Portal (PSP). Make sure to return to cbc.az.gov once you have verified your email. You can find the link to the CBC on the home page of the DPS PSP in the upper right-hand corner of the screen.

I did not receive the email. Please send it again.

Cancel	Login

Figure 7. Create Account: Verify Your Email Page
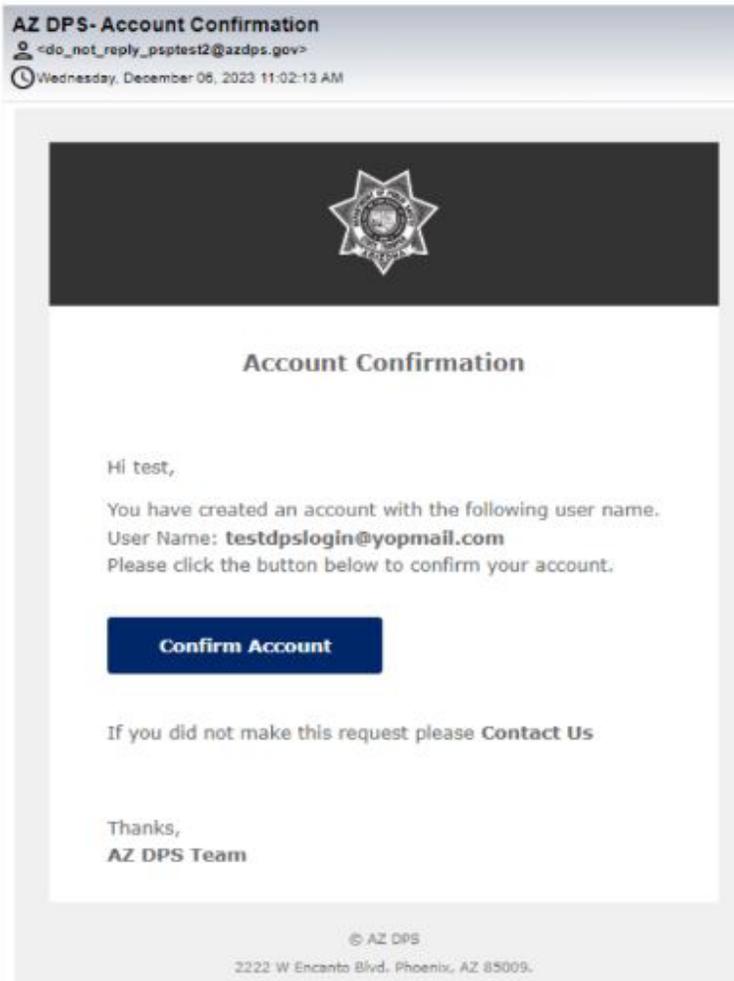
Figure 8. Account Confirmation Email

CREATE A CBC ACCOUNT: AGENCY ROLE

The CBC Agency account role is used for those responsible for oversight of your team, company, organization, or agency's background checks.

To create a CBC account with the role of Agency:

- Click the Login/Sign Up option in the upper right corner of the cbc.az.gov landing page.
- Click 'Continue' on the 'Agency' tile.
- Answer 'Yes' or 'No' to the account triage questions. If 'Yes' is selected for any question, proceed to the psp.azdps.gov to create an account and return to the cbc.az.gov to login. If 'No' is selected for the triage questions, continue to the Acknowledgement page.
    - Are you a school administrator or school's Human Resources department responsible for ensuring compliance with the Fingerprint Clearance Card process?
    - Are you a state agency representative or are setting up an account for the purpose of oversight, regulation or for Human Resources purposes at an Arizona state level government agency related to the Fingerprint Clearance Card process? *(state licensing agency account)*
    - Are you a school, employer, or state licensing agency and will be conducting a fingerprint-based background check for employment or licensure?
- On the 'Acknowledgement' Page:
    - Check the box for 'I have read the statements above and understand the terms in which my employees or prospective caregivers may be requesting background checks.'
    - Click 'Continue'.
- On the 'Profile Information' page, enter the following and click 'Continue':
    - Enter your Business/Agency Name.
    - Will you be doing checks for your own employees or caregivers, or will you be monitoring employers? **Select 'Monitoring Employers'.**
    - Legal First Name, Legal Last Name and Middle Initial. Enter your Legal First Name and Legal Last Name again to confirm.
    - If applicable, select a Suffix.
    - Enter your title in 'Representative Title'.
    - Enter and confirm your email address. This email address will be the username to login to the portal. The CBC requires a unique email address for each account.
    - Enter and confirm a password for your account. The password must contain a minimum of 8 and maximum of 20 characters with 1 uppercase, 1 lowercase, and 1 special character or number.
- On the 'Address' page, enter the following and click 'Continue':
    - Physical Address: The business/agency physical address.
    - Home Number: Enter your primary business/agency phone number.
    - Mobile Number: If you would like to receive the account verification code by text, enter a Mobile Number.
    - Mailing Address: If your mailing address is the same as your physical address, click the 'use same address as above' checkbox. Otherwise, enter the business/agency mailing address.
- On the 'Security Questions' page:
    - Select 3 Security Questions
    - Enter an Answer for each Security Question.
    - Click 'Create Account'.
- Login to your email account and locate the CBC account confirmation email.

- Click 'Confirm Account' in the email. **Note:** The email references 'The DPS Team' since the accounts are shared for both the DPS PSP and the CBC portal. **The 'Confirm Account' link loads the DPS PSP. If you have closed the CBC page, return at: [cbc.az.gov](cbc.az.gov) and click Login.**
- On the CBC Create Account - 'Verify Your Email', click 'Login'.
- Enter your email address and CBC password. Click 'Login'.

Create an Account with Agency Role Page Examples

Are you a school administrator or school's Human Resources department responsible for ensuring compliance with the Fingerprint Clearance Card process?

| No | | Yes |

Figure 9. DPS Account Triage Question 1

Are you a state agency representative or are setting up an account for the purpose of oversight, regulation or for Human Resources purposes at an Arizona state level government agency related to the Fingerprint Clearance Card process? (state licensing agency account)

No	Yes

Figure 10. DPS Account Triage Question 2

Are you a school, employer, or state licensing agency and will be conducting a **fingerprint-based** background check for employment or licensure?

No	Yes

Figure 11. DPS Account Triage Question 3

Please continue to the Department of Public Safety (DPS) Public Services Portal (PSP) to create your account.

Make sure to return to CBC.AZ.GOV once you have created your account.

Cancel	Continue to DPS PSP

If you have previously signed up for an account with DPS, please **login** to proceed with the background check process. You do **NOT** need to create a new account.

Figure 12. Create Account: Redirect to DPS PSP

DCS

Arizona state law (A.R.S. § 8-804 and 45 CFR 98.43) requires a search within 5 business days of hire for all positions that require a search of the Arizona Department of Child Safety's (DCS) Child Abuse and Neglect Records (CPS/CR) and a Level 1 Fingerprint Clearance Card issued by the Department of Public Safety (DPS).

APS

Employers are encouraged to review the Arizona Adult Protective Services (APS) registry when deciding whether to employ a person to provide care for vulnerable populations. The decision to hire a person listed on the APS Registry is solely up to the employer. Refer to A.R.S. § 46-459

☐ I have read the statements above and I understand the terms in which my employees or prospective caregivers may be requesting background checks.*

Cancel   Continue

Representative Title*

Email*

example@email.com

Confirm Email*

example@email.com

Password*

Minimum of 8 and maximum of 20 characters with 1 uppercase 1 lowercase and 1 special character or number.

Confirm Password*

Cancel   Continue

Figure 13. Create Account: Acknowledgement Page

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Creating Your Account

*Indicates required field.

Business/Agency Name*

Will you be doing checks for your own employees or caregivers, or will you be monitoring employers?*
◯ Doing checks for Employees or Caregivers   ◯ Monitoring Employers

Legal First Name*

Confirm Legal First Name*

Middle Initial

Legal Last Name*

Confirm Legal Last Name*

Representative Title*

Email*

example@email.com

Confirm Email*

example@email.com

Password*   👁

Minimum of 8 and maximum of 20 characters with 1 uppercase 1 lowercase and 1 special character or number.

Confirm Password*   👁

Cancel   Continue

Figure 14. Create Account: Profile Information Page

Physical Address

Address*
_____

Apt
_____
Example: #2A

City*
_____

State*
Arizona ▼
_____

Zip code*
_____

To login you will be required to enter a code. If you would like to receive this code by text, please enter a mobile number.

Business Number*
_____

Mobile Number
_____
Optional

Mailing Address   ☐ Use same address as above

Address*
_____
                •
Apt
_____
Example: #2A

City*
_____

State*
Arizona ▼
_____

Zip code*
_____

[Cancel]   [**Continue**]

Figure 15. Create Account: Address Page

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Figure 16. Create Account: Security Questions Page

Verify Your Email

Your account has been created, but it needs to be verified. Check your email and click the confirmation link to verify your account. If you did not receive the email, check your spam, junk, or trash folder.
Clicking the Confirm Account button will re-direct you to the Department of Public Safety (DPS) Public Services Portal (PSP). Make sure to return to cbc.az.gov once you have verified your email. You can find the link to the CBC on the home page of the DPS PSP in the upper right-hand corner of the screen.

I did not receive the email. Please send it again.

Cancel   Login

Figure 17. Create Account: Verify Your Email Page

Figure 18. Account Confirmation Email

CREATE A DPS PSP ACCOUNT

If you need one of the following types of DPS accounts, create an account at: psp.azdps.gov. Then use your DPS PSP username and password to login to: cbc.az.gov.

- School Administrator/Human Resources
- State Licensing Agency
- APT Agency
- School District

To start the DPS PSP account creation process:

- Click the Sign Up option in the upper right corner of the psp.azdps.gov landing page.
- Click the link for 'Don't have an account? It's easy to create one.'
- Select the tile for the applicable type of account *(e.g., Fingerprint Clearance Card or Background Check for Employment/Licensure)* and click 'Continue'.
- Which best describes you? Select 'Organization'.
- Answer 'Yes' or 'No' to the account triage questions.
    - Are you a school administrator or school's Human Resources department responsible for ensuring compliance with the Fingerprint Clearance Card process?
    - Are you a state agency representative or are setting up an account for the purpose of oversight, regulation or for Human Resources purposes at an Arizona state level government agency related to the Fingerprint Clearance Card process? *(state licensing agency account)*
    - Are you a school, employer, or state licensing agency and will be conducting a fingerprint-based background check for employment or licensure?
- Complete the Profile Information, Address, Security Questions, and Account Verification steps.
- Return to the cbc.az.gov and use your DPS PSP username and password to login.

Create a DPS PSP Account Page Examples
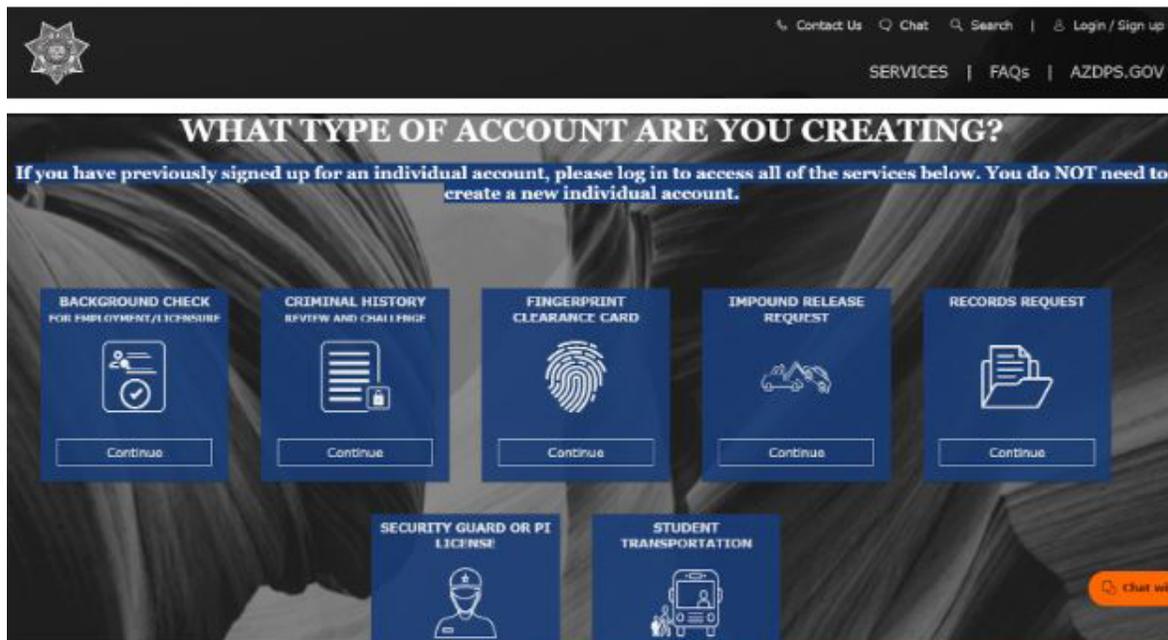
Figure 19. DPS Type of Account

Figure 20. DPS Role

Are you a school administrator or school's Human Resources department responsible for ensuring compliance with the Fingerprint Clearance Card process?

No	Yes

Figure 21. DPS Account Triage Question 1

Are you an employer and your employees are required to obtain a Fingerprint Clearance Card and need the ability to pay for employee's fingerprint clearance cards, add sponsor codes and employer information to employees' cards?

Yes	No

Figure 22. DPS Account Triage Question 2

Are you a state agency representative or are setting up an account for the purpose of oversight, regulation or for Human Resources purposes at an Arizona state level government agency related to the Fingerprint Clearance Card process?

Yes	No

Figure 23. DPS Account Triage Question 3

LOGIN

To login, go to cbc.az.gov and:

- Click the Login option in the upper right corner of the page.
- Enter your email address and CBC password.
- Select Text or Email to receive a On-Time Passcode (OTP) to verify your identity.
- Locate the text or email with the 6 digit code. If you did not receive the OTP, click 'resend OTP'. **Note:** The text and email reference AZ DPS since the CBC account is the same account as the DPS PSP.
- Enter the 6 digit code and click 'Login'.

Login Page Examples

For Your Protection

For security, we need to verify your identity. Below are the email addresses and phone numbers you have listed with us.

Choose how you want to receive your temporary One-Time Passcode (OTP)*

- ◉ Text xxx-xxx-0000

- ◯ Email c...t@yopmail.com

| Cancel | Send OTP |

Figure 24. Request One Time Passcode (OTP)
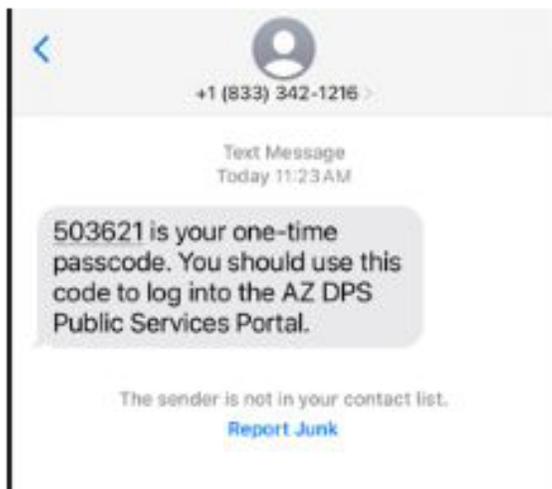
Figure 25. Text - Request One Time Passcode (OTP)

Your Requested AZ DPS One-Time Passcode

👤 <do_not_reply_psptest2@azdps.gov>

🕐 Wednesday, January 24, 2024 2:55:10 PM

435859 is your one-time passcode. You should use this code to log into the AZ DPS Public Services Portal.

Thank you
AZ DPS Team

Figure 26. Email - Request One Time Passcode (OTP)

For Your Protection

We just sent you a One-Time Passcode (OTP). Please enter it below to verify your account.

One-Time Passcode (OTP)*

Cancel	Login

Did not receive the OTP. Resend OTP.

Figure 27. Enter One Time Passcode (OTP)

FIRST TIME LOGIN WITH DPS PSP ACCOUNT

If you have a DPS PSP account, before applicants and employees can submit employment requests, you must login to the CBC and complete additional steps for your CBC profile as follows:

- In the 'Acknowledgement' section:
    - Check the box for 'I have read the statements above and understand the terms in which my employees or prospective caregivers may be requesting background checks.'
    - Scroll down
- In the 'Employer Details' section,
    - Will you be doing checks for your own employees or caregivers, or will you be monitoring employers?
        - Select 'Doing checks for Employees or Caregivers' if you are you responsible for:
            - Hiring individuals for employment positions requiring a background check AND managing the list of current applicants/employees who require a background check OR
            - Completion of background checks for DCS caregivers
        - Select 'Monitoring Employers' if you need to have oversight of your team, company, organization, or agency's background checks.
    - If 'Doing checks for Employees or Caregivers' was selected, select the DES affiliation:
        - Current Contractor/Service Provider
        - Potential Contractor/Service Provider
        - DES Human Resources (HR)
        - Not Affiliated with DES
    - If a DES affiliation was selected, select all of the divisions that apply:
        - Division of Developmental Disability (DDD)
        - Division of Child Care (DCC)
        - Division of Community Assistance and Development (DCAD)
        - Division of Aging and Adult Services (DAAS)
        - Division of Employment and Rehabilitation Services (DERS)
        - Division of Arizona Early Intervention Program (AzEIP)
        - OP - Office of Procurement (OP)
        - Other (Describe below): Enter the division name
    - Enter your title in 'Representative Title'.
    - Click 'Continue'.

First Time Login with DPS PSP Account Page Examples

Profile Information

Please provide some additional account details here.

Acknowledgement

DCS

Arizona state law (A.R.S. § 8-804 and 45 CFR 98.43) requires a search within 5 business days of hire for all positions that require a search of the Arizona Department of Child Safety's (DCS) Child Abuse and Neglect Records (CPS/CR) and a Level 1 Fingerprint Clearance Card issued by the Department of Public Safety (DPS).

APS

Employers are encouraged to review the Arizona Adult Protective Services (APS) registry when deciding whether to employ a person to provide care for vulnerable populations. The decision to hire a person listed on the APS Registry is solely up to the employer. Refer to A.R.S. § 46-459.

☐ I have read the statements above and I understand the terms in which my employees or prospective caregivers may be requesting background checks.*

Employer Details

Will you be doing checks for your own employees or caregivers, or will you be monitoring employers?*

○ Doing checks for Employees or Caregivers   ⦿ Monitoring Employers

Representative Title*

_____

[Log Out]   [Continue]

Figure 28. Profile Update: Acknowledgment

Employer Details

Will you be doing checks for your own employees or caregivers, or will you be monitoring employers?*

(•) Doing checks for Employees or Caregivers   ( ) Monitoring Employers

What is your DES affiliation? Select the option that applies.*

(•) Current Contractor/Service Provider   ( ) Potential Contractor/Service Provider

( ) DES Human Resources (HR)   ( ) Not affiliated with DES

Division (Select all that apply)*

[ ] Division of Developmental Disability (DDD)

[ ] Division of Child Care (DCC)

[ ] Division of Community Assistance and Development (DCAD)

[ ] Division of Aging and Adult Services (DAAS)

[ ] Division of Employment and Rehabilitation Services (DERS)

[ ] Division of Arizona Early Intervention Program (AzEIP)

Please select your division

Representative Title*

Log Out   Continue

Figure 29. Profile Update: Employer Details

FORGOT PASSWORD

If you have forgotten your password and need it reset, you will need your security questions and answers. Then, go to cbc.az.gov and:

- Click the Login/Sign Up option in the upper right corner of the page.
- Click 'Forgot Password'.
- Enter your email address and click 'Continue'.
- Navigate to your email account, locate the password reset email, and click the 'Reset Password' button.
- Enter the answers for the security questions
- Enter a new password, confirm the password, and click 'Continue'. The password must contain a minimum of 8 and a maximum of 20 characters with 1 uppercase, 1 lowercase and 1 special character or number.
- Click the Login/Sign Up option in the upper right corner of the page.
- Enter your email address and the new password.
- Select Text or Email to receive a On-Time Passcode (OTP) to verify your identity.
- Locate the text or email with the 6 digit code. If you did not receive the OTP, click 'resend OTP'. **Note:** The text and email reference AZ DPS since the CBC account is the same account as the DPS PSP.
- Enter the 6 digit code and click 'Login'.

Forgot Password Page Examples

Forgot Password

* Indicates required field.

Enter your email address below to reset your password:

Email Address*

_____

| Cancel | Continue |

Don't have an account? It's easy to create one.

Figure 30. Forgot Password Page
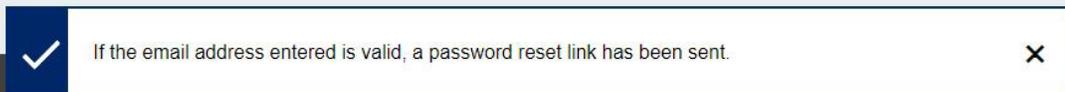
Figure 31. Check Your Email

Figure 32. Email for Password Reset

Forgot Password

Security Questions

* Indicates required field.
Answer the security questions below to complete the password reset:

Security Question #1 *

Who was your childhood hero?

Answer * *

Security Question #2 *

What was your childhood nickname?

Answer * *

Security Question #3 *

What was your dream job as a child?

Security Question #3 *

What was your dream job as a child?

Answer * *

Cancel	Submit

Figure 33. Security Questions

Reset Password

Enter a new password to complete the password reset:

New Password *

Minimum of 8 characters with 1 uppercase 1 lowercase and 1 special character or number. Your new password cannot match any of your last 10 passwords used

Confirm Password *

Minimum of 8 and maximum of 20 characters with 1 uppercase 1 lowercase and 1 special character or number. Your new password cannot match any of your last 10 passwords used

Cancel   Continue

Figure 34. Reset Password

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SESSION TIMEOUT

For security reasons, the CBC will initiate a session Timeout countdown after 5 minutes of inactivity. The countdown will allow 5 minutes to click 'Continue Working'. When the countdown timer expires, the CBC will automatically logout.
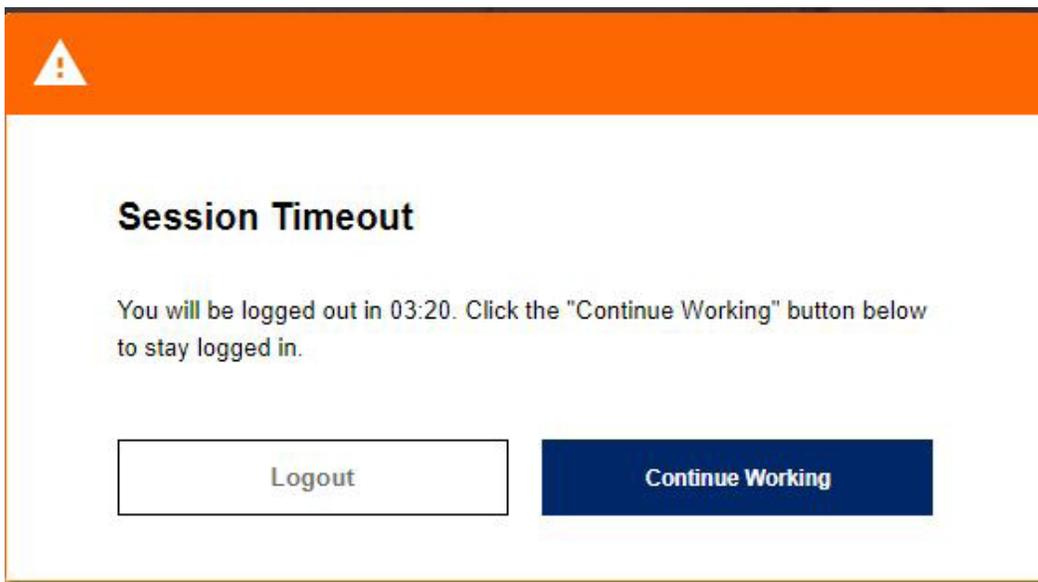
Figure 35. Session Timeout Popup

FIRST LOGIN: EMPLOYER ROLE

Upon the first successful login using an account with Employer role, the following options are available:

- View Connected Employee Accounts: Click 'Continue' to view and manage connected employee accounts.
  - 'Connected Employee Details' displays:
    - Employee Name
    - Employee email address associated with the CBC account
    - Actions column: A 'Remove Link' option is available for each connected employee.
      - Click 'Yes' to 'Are you sure you want to remove the employee?'.
      - Confirmation message displays: 'Employee linking removed successfully'.
  - 'Add Employee' link:
    - Click to add an applicant or employee.
    - Enter the email address associated with the employee's CBC account.
    - Click 'Continue'.
    - The 'Connected Employee Details' page updates and displays the added employee.
- View Connected Agency Accounts: Click 'Continue' to view and manage connected agency accounts.
  - 'Connected Agency Details' displays:
    - Representative Name
    - Representative email address associated with the CBC account
  - 'Add Agency' link:
    - Click to add an agency.
    - Enter the email address associated with the agency's CBC account.
    - Click 'Continue'.
    - The 'Connected Employee Details' page updates and displays the added agency. A confirmation message displays: 'Agency account is linked successfully'.

First Login Employer Role Page Examples

Figure 36. Landing Page after Login: Employer or DCS Caregiver Agency Role

Figure 37. Connected Employee Details

Figure 38. Add Employee Popup

Connected Employee Details

Name ↓	Email ↑	Actions
Test Test	cbctest@yopmail.com	Remove Link

1 – 1 of 1 |<   <   >   >| Items per page: 5 ▼

Add Employee

Cancel

Figure 39. Employee Added

Connected Agency Details

To remove an agency you are no longer associated with, please use the email listed below to contact them directly.

Representative Name ↓	Email ↑

0 of 0 |< < > >| Items per page: 5 ▼

Add Agency   Cancel

Figure 40. Connected Agency Details

Figure 41. Add Agency Popup

Figure 42. Agency Added

FIRST LOGIN: AGENCY ROLE

Upon the first successful login using an account with Employer role, the option to View Connected Employer accounts is available.

First Login Agency Role Page Examples
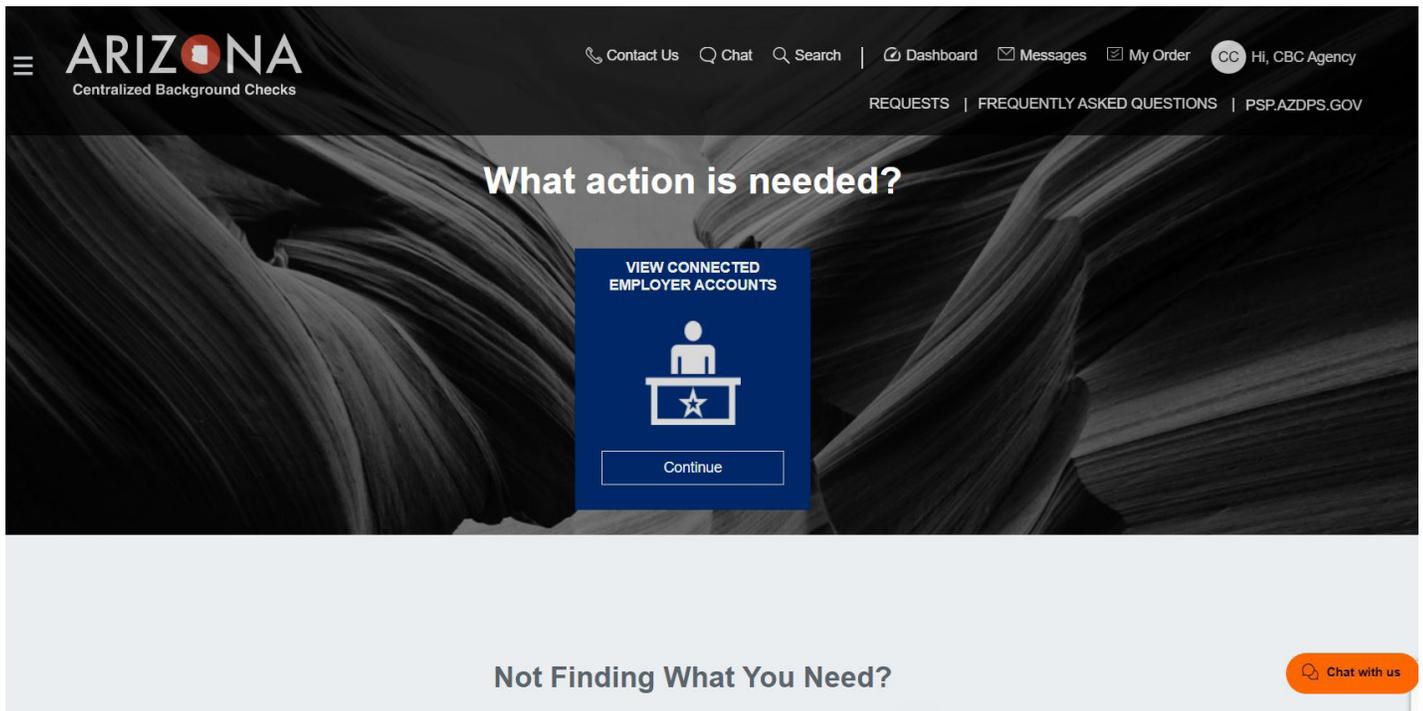
Figure 43. Landing Page after Login: Agency Role

Figure 44. Connected Employer Details

Figure 45. Remove Employer Popup

DASHBOARD: EMPLOYER ROLE

Login to the CBC and click 'Dashboard' in the upper right header. The Dashboard has the following sections:

- Recent Notifications
- Draft Forms and Requests: Not applicable for the Employer and Agency role
- My Employee Requests
- My Caregiver Requests
- My Employee's Cards *(Fingerprint Clearance Cards)*

Note: The sections will only display if a request of that type has been submitted. Example: if the individual has NOT submitted an Employment request, then the 'My Employee Requests' section will not display.

The Dashboard also includes the following menu options on the left:

- My Activity: Displays the dashboard sections where a request has been submitted.
- Message Center: Displays the inbox for CBC notifications.
- My Favorites: Not applicable for Employer and Agency roles.

RECENT NOTIFICATIONS

Employer accounts will receive an email when the following automated notifications are available in the Message Center:

- Employment result report
- Annual employment registry check due or has expired
- Confirmation of employment relationship required
- Employer added to an employee account and background check results are available
- Employment request expired due to name change

Caregiver agencies will receive an email when the Caregiver background check result report is completed and available in the Message Center.

When the CBC generates a notification, an email is sent to the email address listed on the account to indicate a new message is available. The 'Recent Notifications' section of the Dashboard displays the **unread** messages generated by the CBC. This section includes a:

- Link to the Message Center to view all messages.
- List of unread messages and the following details:
    - Date: The date the CBC generated the notification.
    - From: arizona_centralized_background_checks@cbc.gov
    - Subject: Subject of the CBC notification.
    - Reference: The system generated Request ID is listed for reference.
    - Attachments: Link to download the result report.

Recent Notifications

Here you'll see all of your unread messages. Go to the Message Center to view all of your messages.

Date ↓	From ↑	Subject ↑	Reference ↑	Attachments ↑
03/11/2024	Arizona Centralized Background Checks (CBC)	Test, Test - No Match Results for Caregiver Registry Check	C000000729	📎
03/11/2024	Arizona Centralized Background Checks (CBC)	Test, Test - Confirmation of Employment Relationship Required	E000000730	
03/10/2024	Arizona Centralized Background Checks (CBC)	Test, Test - No Match Results for Employment Registry Check	E000000730	📎
03/10/2024	Arizona Centralized Background Checks (CBC)	Test, Test - No Match Results for Employment Registry Check	E000000728	📎

1 – 4 of 4 |< < > >| Items per page: 10 ▼

Figure 46. Recent Notifications

DASHBOARD: EMPLOYEE REQUESTS

The 'My Employee Requests' section of the Dashboard only displays once an Employment background check request has been submitted. This section includes a:

- Link to see the connected employee details.

    - The 'Connected Employee Details' page displays:
        - Employee Name
        - Employee email address associated with the CBC account
        - Actions column: A 'Remove Link' option is available for each connected employee.
            - Click 'Yes' to 'Are you sure you want to remove the employee?'. By removing the employee, you are affirming that they no longer provide services in any capacity that requires the DCS Registry check.
            - Confirmation message displays: 'Employee linking removed successfully'.
    - 'Add Employee' link:
        - Click to add an applicant or employee.
        - Enter the email address associated with the employee's CBC account.
        - Click 'Continue'.
        - The 'Connected Employee Details' page updates and displays the added employee.
- Link to view or add connected agencies.
    - 'Connected Agency Details' displays:
        - Representative Name
        - Representative email address associated with the CBC account
    - 'Add Agency' link:
        - Click to add an agency.
        - Enter the email address associated with the agency's CBC account.
        - Click 'Continue'.
        - The 'Connected Employee Details' page updates and displays the added agency. A confirmation message displays: 'Agency account is linked successfully'.
- List of submitted employment requests and the following information for each request.
    - Applicant/Employee name
    - Request Number: System generated number used to track the request. The number includes a link to view the sources included in the background check.
        - APS Registry
        - DCS Central Registry
    - Status:
        - Submitted: The request has been submitted and is ready for processing.
        - In Process: The request is in process and results are typically completed within three business days.
        - Completed: The background check has been completed and the result report is available. Click the paperclip icon to view the result report(s).
        - Expired: The request has expired, and a new request is required for background checks. The result report for this request is still available. Click the paperclip icon to view the result report(s). If the person is still employed, they must submit a new employment background check request.

- ▪ Canceled: The request was submitted but canceled by the requestor prior to completion of the background check result report.
  - ○ Last Recheck: The CBC initiates periodic rechecks for employment requests and displays the date of the last recheck.
  - ○ Last Record Found: Click to select and download the result report.
  - ○ Contract Number:
    - ▪ If the account profile indicates the employer is associated with DES, this column displays a Contract link to view/update the Solicitation Number, Contract Number, or Provider ID. The information entered on the employment request is listed. Up to five additional numbers can be added. **WARNING:** The individual may be connected to more than one employer. Coordinate with the employee before changing or removing existing numbers to confirm a correction is needed.
    - ▪ Contract awarded after solicitation: Once a contract is awarded, change the Solicitation Number to the Contract Number.
  - ○ Paperclip icon: Click to select and download the result report.
- ● Remove Relationship button:

  - ○ Select one or more checkboxes next to the Applicant/Employee name and click 'Remove Relationship'.
  - ○ Click 'Continue' on the popup: 'You are about to remove the selected employee(s) and any related record(s) from your dashboard. Would you like to Continue?'
  - ○ By removing the employee, you are affirming that they no longer provide services in any capacity that requires the DCS Registry check.
  - ○ The Dashboard refreshes and the employee is removed.
- ● Confirm Relationship button: See Dashboard: Employment Rechecks.

Dashboard My Employee Requests Page Examples

Figure 47. My Employee Requests

Figure 48. Sources Checked Popup

Figure 49. Attachments Popup

Figure 50. Contract No. Popup

Figure 51. Remove Relationship Popup

Figure 52. Connected Employee Details

×

Please enter the email address of the employee to whom you want to connect your account.

Employee Email Address*

_____

Cancel   Continue

Figure 53. Add Employee Popup

Figure 54. Employee Added

Figure 55. Remove Employee Popup
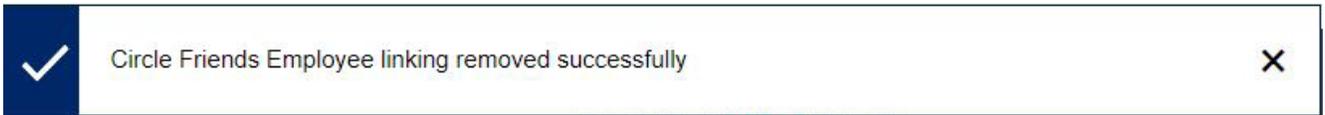
Figure 56. Employee Removed Confirmation

Connected Agency Details

To remove an agency you are no longer associated with, please use the email listed below to contact them directly.

Representative Name ↓	Email ↑
CBC Agency CBC Agency	cbcagency@yopmail.com

1 – 1 of 1 |<   <   >   >| Items per page: 5 ▼

Figure 57. Connected Agency Details

Figure 58. Add Agency Popup

Agency account is linked successfully

Figure 59. Agency Added

DASHBOARD: EMPLOYMENT RECHECKS

The CBC performs periodic automated rechecks. As part of the recheck process, the CBC may send a notification to the employer to confirm the current relationship with an employee. When this occurs, each connected employer must **Confirm** or **Remove** the relationship. If a connected employer does not respond within five (calendar) days of the notification, the background check will automatically expire and notification will be sent to the individual, any connected employer, and connected agency accounts. Once the current relationship is confirmed, iIf new results are found since the last background check, notifications will be sent to the individual, any connected employer, and connected agency accounts.

When the Employer receives a notification to confirm the current relationship with an employee, login to the CBC and click 'Dashboard' in the upper right header. In the 'My Employee Requests' section of the Dashboard, complete the following:

- Click the checkbox to the left of the name for one or more employees and:
  - If the individuals are currently employed with the company, click the 'Confirm Relationship' button.
  - If the individuals are not current employed with the company, click the 'Remove Relationship' button to affirm that they no longer provide services in any capacity that requires the DCS Registry check.

My Employee Requests

To see result report, click on the paperclip icon.
To see the connected employee details click here.
To view or add connected agencies click here.
To see the source(s) requested, click on the Request Number.
To add a Contract/Solicitation Number or Provider ID, click Add/Edit in the Contract No. column.

	Applicant/ Employee ↑	Request Number ↑	Status ↑	Last Recheck ↑	Last Record Found ↑	Contract No. ↑	
☐	Friends, Circle	E000000760	Completed	03/16/2024	03/11/2024	Add/Edit	📎
☐	Friends, Circle	E000000452	Expired	03/11/2024	03/05/2024	Add/Edit	📎
☐	Roads, Country	E000000956	Completed	03/16/2024	03/16/2024	Add/Edit	📎
☐	Roads, Country	E000000673	Expired	03/11/2024	03/07/2024	Add/Edit	📎

1 – 4 of 4 |< < > >| Items per page: 15 ▼

Remove Relationship	**Confirm Relationship**	Chat with us

Figure 60. Remove Relationship or Confirm Relationship

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You are about to confirm a current relationship with the selected employee(s). If confirmed, we will continue to perform rechecks for the selected employee(s). Would you like to Confirm?

Cancel   Confirm

Figure 61. Confirm Relationship Popup

DASHBOARD: CAREGIVER REQUESTS

The 'My Caregiver Requests' section of the Dashboard only displays once a Caregiver background check request has been submitted. This section includes:

- List of submitted caregiver requests and the following information for each request.
  - Date Submitted: The date the individual clicked the 'Submit' button on the My Order page.
  - Request Number: System generated number used to track the request. The number includes a link to view the sources included in the background check.
    - APS Registry
    - DCS Central Registry
  - Requester Name: The name listed on the account for the connected caregiver that submitted the request.
  - Status:
    - Submitted: The request has been submitted and is ready for processing.
    - In Process: The request is in process and results are typically completed within three business days.
    - Completed: The background check has been completed and the result report is available. Click the paperclip icon to view the result report(s).
    - Expired: The request has expired, and a new request is required for background checks. The result report for this request is still available. Click the paperclip icon to view the result report(s). If another check is required, the caregiver must submit another request.
    - Canceled: The request was submitted but canceled by the requestor prior to completion of the background check result report.
  - Results: A clickable hyperlink displays. Click to select and download the result report.
  - Paperclip icon: Click to select and download the result report.

Dashboard My Caregiver Requests Page Example

My Caregiver Requests

To see result report, click on the paperclip icon.
To see the source(s) requested, click on the Request Number.

Date Submitted ↓	Request Number ↑	Requester Name ↑	Status ↑	Results ↑	
03/10/2024	C000000729	Test, Test	Completed	None	🔗

1 – 1 of 1 |< < > >| Items per page: 15 ▼

Figure 62. My Caregiver Requests

Figure 63. Sources Checked Popup

Figure 64. Attachments Popup

DASHBOARD: FINGERPRINT CLEARANCE CARD (FCC)

The 'My Employee's Fingerprint Clearance Cards' section of the Dashboard only displays if connected applicants/employees have a Fingerprint Clearance application or card associated with their DPS PSP account. This section includes:

- A link 'To see the connected employee's details': Click the 'here' link.
- A list of applicants/employees with an FCC application or card and the following information for each record:
  - Date Received: Date FCC application was received
  - Application Number: FCC application number
  - Name: FCC applicant name
  - Card Type: Make sure the Card Type is Level One
  - Invoice: Payment status
  - Card Status: FCC application or card status

Dashboard My Employee's Cards Page Examples

Figure 65. My Employee's Fingerprint Clearance Card

Connected Employee Details

Name ↓	Email ↑	Actions
Test Test	cbctest@yopmail.com	Remove Link

1 – 1 of 1 |< < > >| Items per page: 5 ▼

Add Employee   Cancel

Figure 66. Connected Employee's Details (Fingerprint Clearance Cards)

Figure 67. My Employee's Cards (Fingerprint Clearance Cards)

Employee account is linked successfully ✕

Figure 68. My Employee's Cards (Fingerprint Clearance Cards)

Figure 69. Remove Employee Popup (Fingerprint Clearance Cards)

Employee linking removed successfully

Figure 70. Employee Removed Confirmation (Fingerprint Clearance Cards)

DASHBOARD: AGENCY ROLE

Login to the CBC and click 'Dashboard' in the upper right header. The Dashboard has the following sections:

- Recent Notifications
- Link to remove connected employers
- My Connected Employers section with a list of connected employers

The Dashboard also includes the following menu options on the left:

- My Activity: Displays the dashboard sections where a request has been submitted.
- Message Center: Displays the inbox for CBC notifications.
- My Favorites: Not applicable for Employer and Agency roles.

RECENT NOTIFICATIONS

Agency accounts who provide oversight of Employer accounts will receive the following automated notifications:

- Employment background check result report
- Annual employment registry check due or has expired
- Confirmation of employment relationship required, but Employer did not respond
- Employer added to an Employee account and background check results are available
- Employment request expired due to name change

When the CBC generates a notification, an email is sent to the email address listed on the account to indicate a new message is available. The 'Recent Notifications' section of the Dashboard displays the **unread** messages generated by the CBC. This section includes a:

- Link to the Message Center to view all messages.
- List of unread messages and the following details:
    - Date: The date the CBC generated the notification.
    - From: arizona_centralized_background_checks@cbc.gov
    - Subject: Subject of the CBC notification.
    - Reference: The system generated Request ID is listed for reference.
    - Attachments: Link to download the result report.

Figure 71. Recent Notifications

DASHBOARD: MY CONNECTED EMPLOYERS

The 'My Connected Employers' section of the Dashboard includes a:

- Link to view or remove connected employers.
    - The 'Connected Employer Details' page displays:
        - Representative Name
        - Email address associated with the CBC account with Employer role
        - Actions column: A 'Remove Link' option is available for each connected employee.
            - Click 'Yes' to 'Are you sure you want to remove the employer?'. By removing the employer, will no longer have access to their employment background checks.
            - Confirmation message displays: 'Employer linking removed successfully'.
- List of connected accounts with Employer role and the following for each Employer:
    - Employer Name: Click the link to view open a new tab with a view of the Dashboard for the selected Employer. Then, click 'Dashboard' to return to your list of connected accounts with Employer role.
    - Representative Name
    - Contact Info: Click the 'Detail's link to view the following:
        - Employer Account Email
        - Business Phone
        - Mobile Phone
        - City
        - DES Division(s): If the Employer account is affiliated with DES, divisions listed in the Employer's account profile display.

Figure 72. Agency Dashboard: My Connected Employers

My Connected Employers

To view or remove connected employers click here.
To view employee requests for a specific employer, click the Employer Name.
To view an employer's contact information, click Details under Contact Info.

Employer Name ↑	Representative Name ↑	Contact Info ↑
CBC Test Employer	CBCEmployer CBCEmployer	Details

1 – 1 of 1 |< < > >| Items per page: 15 ▼

Figure 73. My Connected Employers

Figure 74. Connected Employer Details

Figure 75. Remove Employer Popup

Figure 76. Employer Removed Confirmation

Figure 77. Employer Contact Information Popup

My Employee Requests

To see result report, click on the paperclip icon.

To see the source(s) requested, click on the Request Number.

To add a Contract/Solicitation Number or Provider ID, click Add/Edit in the Contract No. column.

	Applicant/ Employee ↑	Request Number ↑	Status ↑	Last Recheck ↑	Last Record Found ↑	Contract No. ↑	
☐	Test, Test	E000000730	Confirmation Required	03/11/2024	None	Add/Edit	📎
☐	Test, Test	E000000728	Expired		None	Add/Edit	📎

1 – 2 of 2 |<   <   >   >| Items per page: 15 ▼

Figure 78. Selected Employer Dashboard View

MESSAGE CENTER

When the CBC generates a notification, an email is sent to the email address listed on the account to indicate a new message is available. The 'Message Center' contains the notifications generated by the CBC. Login to the CBC, click 'Messages' in the upper right header.

The Message Center includes:

- Inbox: List of all read (un-bolded) and unread (bolded) inbox messages and the following details:
    - Date: The date the CBC generated the notification.
    - From: arizona_centralized_background_checks@cbc.gov
    - Subject: Subject of the CBC notification.
    - Reference: The system generated Request ID is listed for reference.
    - Attachments: A paperclip icon displays if there is a result report to download. **Note:** Download and save each result report for your records.
- Follow Up: Click the checkbox next to one or more messages in the Inbox. The following options display:
    - Delete: Click the trash icon to delete the selected messages. Then, click 'Delete' to confirm: 'You are about to delete the selected message(s) from your inbox.' **Note:** The messages will no longer be displayed in the Message Center. However, they can be retrieved using the search option.
    - Follow Up flag: Click the flag icon to move the Inbox messages to the 'Follow Up'. tab. Click the 'Follow Up' link to view the messages flagged for follow up. From the 'Follow Up' tab,
        - Click the checkbox next to one or more messages.
        - Click the trash icon to delete the selected messages OR
        - Click the flag icon to move the messages back to the Inbox
    - Search
        - To search by a date range, click the calendar icon. Then enter a 'Start Date' and 'End Date'.
        - For any other search, enter a value in "Type Something" and click the search icon.

Figure 79. Inbox

Figure 80. Delete and Follow Up Options

Figure 81. Delete and Remove Follow Up Options
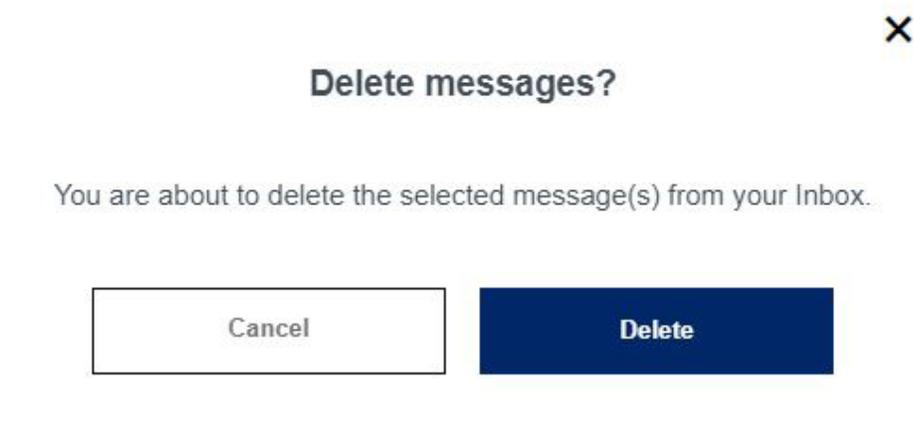
Figure 82. Delete Messages Popup

Figure 83. Search Options

NOTIFICATIONS

Click the link in the 'Subject' column for a notification you would like to view. Use the scroll bar on the right, if needed, to view the whole message. The options within the notification are:

- Click 'X' or 'Close' to return to the Inbox or Follow Up tab.
- Click the trash icon to delete the selected messages OR
- Click the flag icon to move the messages back to the Inbox
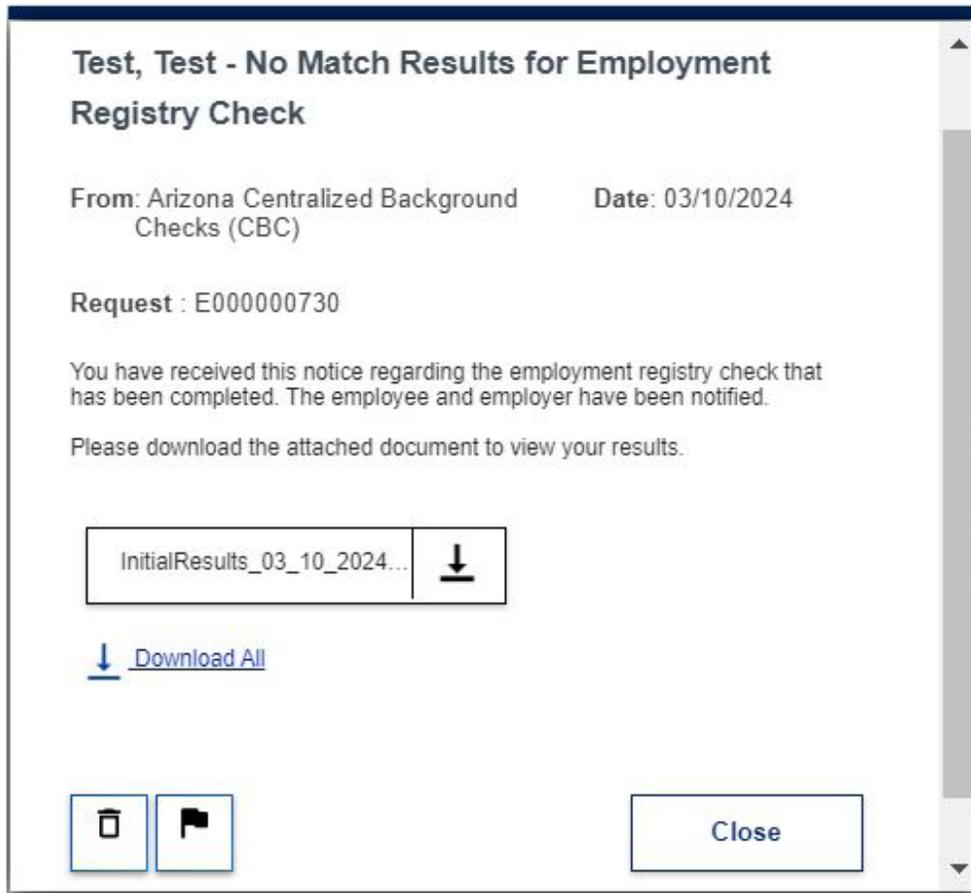
Figure 84. Example Notification

UPDATE PROFILE

The account profile is shared for the CBC and the DPS PSP portals. The profile includes the following information that can be updated. The information below can be updated from either the CBC or the DPS PSP **except** the name on the account.

- Profile Information
    - Name
    - Phone Numbers
    - Email Address
    - What is your DES affiliation?
        - Current Contractor/Service Provider
        - Potential Contractor/Service Provider
        - DES Human Resources (HR)
        - Not affiliated with DES
- Address
    - Physical Address
    - Mailing Address
- Security
    - Password
    - Security Questions and Answers
- Notifications (On/Off)
    - Email
    - Text Messages: Not available

To change the profile information:

- Login to the CBC and click the 'Hi <username>' link in the header.
- Select the 'Profile' option.
- Select the applicable tab and enter the updates:
    - Profile Information
    - Address
    - Security
    - Notifications
- Click '"Save Changes".

Profile Information

Edit your personal information here.

Update Profile

Legal First Name*

CBCEmployer

Middle Initial

Legal Last Name*

CBCEmployer

Date of Birth*

12/31/1969

MM/DD/YYYY

Email*

cbcemployer@yopmail.com

What is your DES affiliation? Select the option that applies.*

◉ Current Contractor/Service Provider

○ Potential Contractor/Service Provider

○ DES Human Resources (HR)

○ Not affiliated with DES

Division (Select all that apply)*

☐ **Division of Developmental Disability (DDD)**

☐ **Division of Child Care (DCC)**

☐ **Division of Community Assistance and Development (DCAD)**

☑ **Division of Aging and Adult Services (DAAS)**

☐ **Division of Employment and Rehabilitation Services (DERS)**

☐ **Division of Arizona Early Intervention Program (AzEIP)**

Phone Type	Phone #
Home ▼	(000)000-0000

＋ Add another number

Figure 85. User Profile - Profile Tab

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Address Information

Edit your address here:

*Indicates required field.

Update Address

Physical Address

Address*

123 Test Road

Apt

City*

Phoenix

State*

AZ

Zip Code*

85007

Mailing Address   ☐ Mailing is the same as Physical Address

Address*

123 Test Road

Apt

City*

Phoenix

State*

AZ

Zip Code*

85007

Figure 86. User Profile - Address Tab

Password and Security Questions

Update your Password and Security Questions here. All fields are required except for the ones marked as optional:

*Indicates required field.

Password

Update Password

Security Questions

Update Security Questions

Security Question #1 *
Who was your childhood hero?

Answer *
......

Security Question #2 *
What was your childhood nickname?

Answer *
......

Security Question #3 *
What was your dream job as a child?

Answer *
......

Figure 87. User Profile - Security Tab
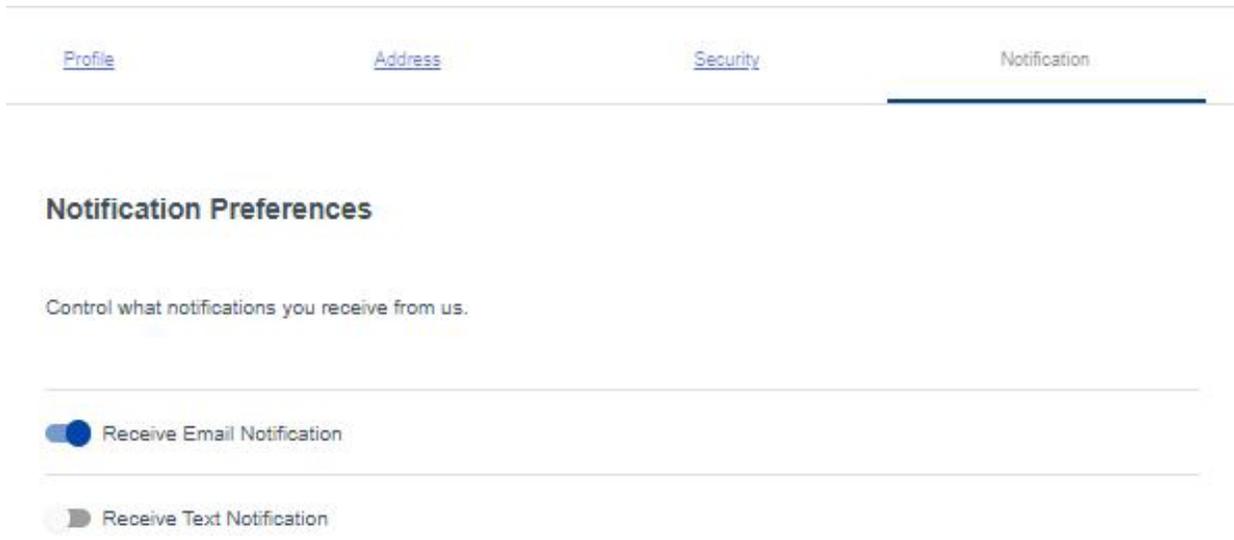
Figure 88. User Profile - Notification Tab

Update your Profile Information?

You are about to update the Information associated with your Profile. Do you want to save the changes made to your account?

Cancel   Save Changes

Profile changed successfully.

Figure 89. User Profile – Update Confirmation