

DIVISION OF DEVELOPMENTAL DISABILITIES

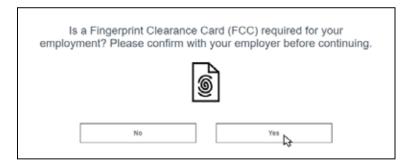
Sent on Behalf of DES/DDD

DES/DCS CENTRALIZED BACKGROUND CHECK (CBC) PORTAL INFORMATION AND WORKAROUND FOR "LOOPING ISSUE" REGARDING FINGERPRINT CLEARANCE CARD (FCC)

Target Audience - Qualified Vendors and Providers

Transmittal Date - 07/31/2024

Many users are having an issue in the Centralized Background Check (CBC) portal when attempting to select "Yes" to the Fingerprint Clearance Card (FCC) question on the Employment Background Check Request.



After linking their FCC to their CBC account, these users are unable to move forward from the question. Instead, they get routed back to the Department of Public Safety (DPS) Public Safety Portal (PSP) as demonstrated in the screenshot below. This is happening for individuals who have multiple cards on their account, including old, expired FCCs that show as invalid.



The CBC Portal system is reading the old cards first. Once it reads an old, invalid card, it stops checking the other cards and assumes there are no valid cards connected to the individual's account. This, in turn, does not allow the user to move past the "Yes" answer to the FCC question, even though they have a valid FCC connected to their CBC account. The software developers are aware of this issue and are working on a fix.

In the meantime, there is a workaround for the individual's account. The user will need to contact the CBC technical support inbox at CBCTechnicalSupport@azdes.gov to get this resolved. In the **subject line** for the email, type "**FCC looping issue**".