



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

## 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

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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.

Is a Fingerprint Clearance Card (FCC) required for your employment? Please confirm with your employer before continuing.



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.

Please continue to the Department of Public Safety (DPS) Public Services Portal (PSP) to apply for a Fingerprint Clearance Card or to link an existing card to your account.

Make sure to return to CBCAZ.GOV once you have submitted the application or linked your fingerprint clearance card. 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.

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](mailto:CBCTechnicalSupport@azdes.gov) to get this resolved. In the **subject line** for the email, type “**FCC looping issue**”.