

Centralized Background Check (CBC) Portal Frequently Asked Questions

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Renewal Timeframes

- ❖ How often does an individual have to renew the employment request on the CBC Portal?

The background check is required to be renewed yearly for every employee. An email notice will be sent to the employee and the employer 90, 60, 30 and 3 days before the renewal is due to remind them it is time to renew the employment request. The individual will need to log into their CBC portal account and submit a new Employment Request.

To submit the renewal request, the individual will follow the same steps for submitting the original employment request.

Please note that CBC portal account passwords will expire after one year. When the individual logs in with their current password, if it has expired, they will be prompted to update their password.

- ❖ What do we do if a new employment request is not submitted before the annual renewal date?

The original employment request will expire. The individual will need to submit a new request. To submit a new request, the individual will need to log into their CBC portal account and submit a new Employment Request.

Rechecks

- ❖ What is a "Recheck" and how often does it happen?

The CBC Portal will automatically run a recheck twice a week. If there are new results for any employee, the employer will receive an email message. They should then log into the employer account. There will be a notification stating "(name) - DCS/APS Registry Match - Recheck Results" will be on the Recent Notifications and Message Center. Click on the Attachment or the "Paperclip" to download the report.

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 the employer does not respond within five calendar days of the notification, the background check will automatically expire. The employee and employer, as well as the agency (if connected) will be notified by email.

- ❖ How do I confirm a relationship with an employee?

To Confirm or Remove the relationship:

- Login to the Employer Account on the CBC Portal. Scroll down to the 'My Employee Requests' section.
- Search for the employee.
- Click the checkbox to the left of the employee name

- If the individual is currently employed with the company, click the 'Confirm Relationship' button.
- If the individual is not currently employed with the company, click the 'Remove Relationship' button.

Account and Request Type for Employees

❖ What type of account does my employee need?

Employees should create an **Individual Account** on the CBC Portal.

❖ What type of request does my employee need?

Employees need to submit an **Employment Request** on the CBC Portal.

❖ My employee submitted a request but received a notification stating they needed to "Resubmit CBC Type under E-Employment". What does this mean?

The employee did not submit an **Employment Request**. They likely selected the Individual/Personal or Caregiver Request. The employee will need to cancel the request and submit an Employment Request. The returned request will be available in the Draft Form and Requests section of the Dashboard.

Who can submit an Employment Request?

❖ Can a director or employer submit an Employment Request on behalf of their employee?

No, each employee must submit their own Employment Request. This is a requirement for current employees who need to renew and for new employees. All employees must create an account, or log into an existing account and submit an employment request through the CBC Portal.

If an individual already has a DPS account, they will use the same email and password for their DPS account to login into the CBC Portal. They will then submit an employment request. Once the request is complete, the employer will be able to pull the report.

To create an Individual Account and Submit an Employment Request, follow the instructions in the [CBC-1000A Individual User Guide](#) or visit the DES Website for more information on using the CBC Portal at des.az.gov/cbc

Linking Individual Accounts to Employer Accounts

- ❖ If an employee already has an employment request that is linked to one employer, how can they link to another employer?

If an individual already has an account that is linked to a one employer, the individual can link the new employer to their account by following the steps below.

- Log into the individual account
- Click Dashboard
- Scroll down to My Employment Requests
- Click the “To see the connected employer details click here”
- Click Add Employer
- Enter the employer’s email address
- Click Continue

The new employer will now be able to see the request for the employee.

- ❖ After an employee submits an employment request, will it autopopulate to the employer’s account?

Yes, once an employee submits the employment request the employer will receive 3 Notifications on their dashboard of the Employer Account.

- 1st Notification: (name) - Employee Account Linked
- 2nd Notification: (name) - Submission of Employment Registry Check Request
- 3rd Notification: (name) - No Match Results or Match Results

- ❖ After an employee submits their employment Request, how soon will it show on the Employer Account?

The Employer’s Account will show that a request was submitted immediately. The results may show immediately or it may show “in process”. If a request shows “in process” it may take a few days for the results to show.

Changing a contact person or email address in the Employer Account

- ❖ How can the contact person be changed on the Employer Account?

To update the contact person on the account, the individual, employer or agency will need to log into their account.

- Click on the name in the upper right hand corner
- Click Profile
- Enter the password again and click Continue
- Click Update Profile
- Update the Business Contact Person’s First and/or Last Name
- Click Save Changes

❖ How can the email address be changed on the Employer Account?

To update the email address on the account, the individual, employer or agency will need to log into their account.

- Click on the name in the upper right hand corner
- Click Profile
- Enter the password again and click Continue
- Click Update Profile
- Update the email address
- Click Save Changes

If the email address listed to create the account is no longer active or available, the employer will have to call the CBC Helpdesk for assistance to change it, because the one-time passcode will not be able to be retrieved.

Fingerprint Code

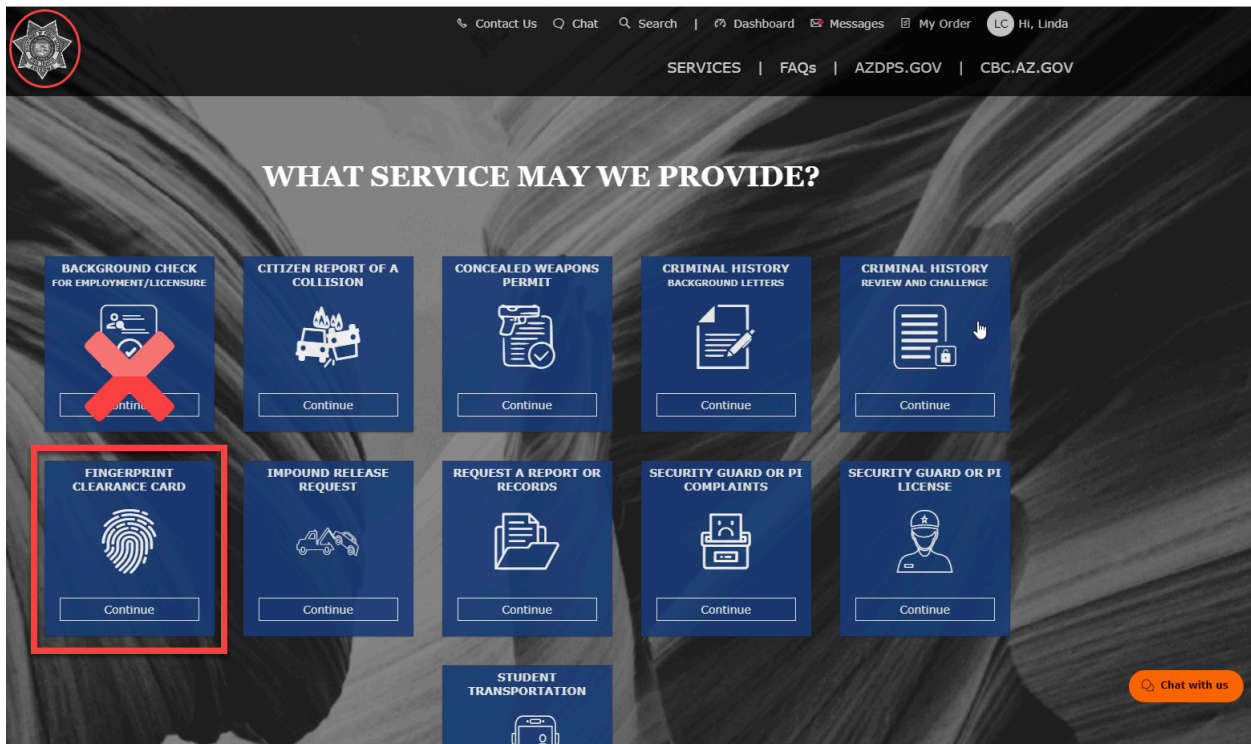
❖ What do I do when I am on the DPS website and I'm asked for my fingerprint code?

To be an employee in a child care setting, a fingerprint clearance card and the Centralized Background Check are required. To complete the Centralized Background Check the CBC portal must link your fingerprint clearance card and this is done through a fingerprint code.

When submitting an Employment Request on the CBC Portal, an individual is asked if their employer requires a Fingerprint Clearance Card. Selecting "Yes", will automatically redirect the individual to the Department of Public Safety Public Service Portal (DPS PSP) website so their Fingerprint Clearance Card can be linked to the CBC portal.

On the DPS website, select the tile for **Fingerprint Clearance Card** (as shown in the screenshot below). Do not select the tile for Background Check. By selecting the tile for Fingerprint Clearance Card, a fingerprint code is not asked and the individual can move forward with the process.

Select "**Fingerprint Clearance Card**" when redirected to the DPS PSP, as shown below:



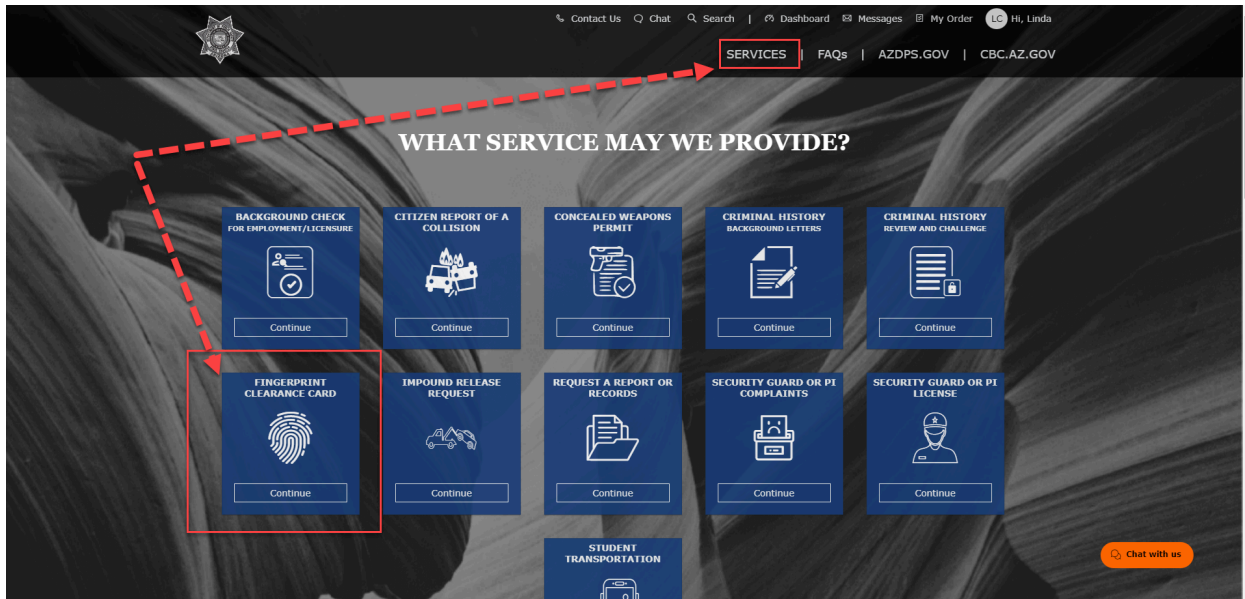
Individuals must have an account with the DPS PSP in order for their fingerprint code to be automatically linked to the CBC Portal.

- **For individuals who have a fingerprint card obtained through the DPS PSP**, the DPS PSP will automatically link their fingerprint code to the CBC portal.

- **For individuals who do not have a fingerprint card**, an account will need to be created with the DPS PSP and then apply for a fingerprint card through that portal. See the screenshot below to get started, and follow the steps when prompted.

Once the application for a fingerprint card has been completed through the DPS PSP, a fingerprint code will automatically be generated and linked to the CBC portal. Individuals should refresh their browser before returning to the CBC portal to request the background check.

To apply for a fingerprint clearance card on the DPS PSP, start here:



- **For individuals who have a fingerprint card that was obtained through the paper application process**, an account with the DPS PSP is needed in order to link their fingerprint card number to that account before renewing their background check through the CBC portal. See the screenshots below to link their fingerprint card to their DPS PSP account. By creating an account with the DPS PSP and linking their fingerprint card number with their account, their fingerprint code will be automatically linked to the CBC portal. Individuals should refresh their browser before returning to the CBC portal to request the background check.


To link a Fingerprint Clearance Card to a DPS PSP account, follow these screenshots:

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WHAT SERVICE MAY WE PROVIDE?

BACKGROUND CHECK FOR EMPLOYMENT/LICENSURE




[Continue](#)

CITIZEN REPORT OF A COLLISION




[Continue](#)

CONCEALED WEAPONS PERMIT




[Continue](#)

CRIMINAL HISTORY BACKGROUND LETTERS




[Continue](#)

CRIMINAL HISTORY REVIEW AND CHALLENGE




[Continue](#)

FINGERPRINT CLEARANCE CARD




[Continue](#)

IMPOUND RELEASE REQUEST




[Continue](#)

REQUEST A REPORT OR RECORDS




[Continue](#)

SECURITY GUARD OR PI COMPLAINTS




[Continue](#)

SECURITY GUARD OR PI LICENSE



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STUDENT TRANSPORTATION




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FINGERPRINT CLEARANCE CARD


What action do you need to take?



[Apply for a Card / Request a Replacement](#)



[Check the Status of the Card](#)



[Connect with My Employer's Account](#)

Cancel

Continue

SERVICES

FREQUENTLY ASKED QUESTIONS


AZDPS.GOV

Terms and Conditions





Chat

Contact Us

Location



[Chat with us](#)



FINGERPRINT CLEARANCE CARD

Have you applied for a DPS Fingerprint Clearance Card in the past?



Yes

No

Do not show this again



Please enter your application number or clearance card number

Application number

Clearance card number

Enter number *

Enter number

Continue

[I do not know or have my clearance card or application number.](#)

Great! We were able to locate you in our system. Please select Continue to continue the application process.

Continue

SERVICES
FREQUENTLY ASKED QUESTIONS
AZDPS.GOV

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Chat
Contact Us
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Chat with us





HELLO LINDA!

Welcome to your Public Services Portal Dashboard

- My Activity**
- Message Center
- My Favorites

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 ↑
0 of 0 < > Items per page: 10 ▼				

Draft Forms and Applications

Here you'll see the saved forms and applications that you haven't submitted. These will be saved for 30 days from the creation date.

<input type="checkbox"/>	Creation Date ↓	Form Type ↑
0 of 0 < > Items per page: 10 ▼		

[Delete Selected](#)

My Fingerprint Clearance Card Applications and Requests

To see the connected employer details click [here](#)

Date Received ↓	Application Number ↑	Card Type ↑	Invoice ↑	Status ↑	Card No ↑	Decision Date ↑	Expiration Date ↑	Actions
04/01/2024	PB75985619	Level One	Paid	ISSUED	2024K00009	04/02/2024	04/02/2030	Edit

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



Solicitation Number, Contract Number or Provider ID

❖ What is the Solicitation or Contract Number?

The Provider ID Number (for Licensed Centers or Group Homes that are contracted with DES) can be entered as the Solicitation Number, Contract Number or Provider ID.

An individual that is submitting an employment request will need to add their employer's email address; this will allow the employer to see the Background Check results. If the employer's account is affiliated with DES, then the individual will be required to enter a Solicitation Number, Contract Number or a Provider ID.

If an employer's account is not affiliated with DES, the individual will not be asked for a Solicitation Number, Contract Number or a Provider ID.

❖ My Child Care is not affiliated with DES but my employees are still being asked for the Solicitation Number, Contract Number or a Provider ID.

If an employer selected an option other than "Not affiliated with DES" while creating their account, then a Solicitation Number, Contract Number or a Provider ID will be required for each individual. If this was a mistake in the employer's account and the employer is not affiliated with DES, the employer can update their account by following the steps below:

- Sign into the Employer Account.
- Click on the name of the Employer in the upper right hand corner.
- Click Profile.
- Enter the password again and click continue.
- Click Update Profile.
- Scroll down to the question "What is your DES affiliation? Select the option that applies."
- Check "Not affiliated with DES (including but not limited to AZ DHS and AZ DOE)".
- Click Save Changes

Forgot Password, Security Questions, or Locked Account

❖ What if an individual can't remember their password?

If an individual has forgotten their password, they can reset it.

- Click on Login/Sign up in the upper right corner.
- Click "Forgot Password?"
- Enter the email address that was used to create the account.
- An email will be sent to the individual.
- Follow the instructions in the email to reset the password.

❖ What if an individual can't remember the answers to their security questions?

They will need to call the CBC Help Desk at (602) 255-3301.

❖ What if an individual got locked out of their account due to too many incorrect password attempts?

After 5 incorrect password attempts, their account will be locked for 24 hours. They will receive an email letting them know that their account has been locked. After 24 hours, the individual can use the Forgot Password link to reset their password.

- Click on Login/Sign up in the upper right corner.
- Click “Forgot Password?”
- Enter the email address that was used to create the account.
- Follow the instructions in the email to reset the password.

If they are still not able to log in, they will need to call the CBC Help Desk at (602) 255-3301 to have the password reset manually.

Direct Service Central Registry Clearance Form vs. the CBC Portal

❖ Can employers still send in the Direct Service Central Registry Clearance Form?

No, the Direct Service Central Registry Clearance Form will no longer be accepted. All background checks must be processed through the CBC Portal.

Adult Protective Services (APS) Results

❖ I received a Partial Match on the APS results for an employee. What does this mean?

Adult Protective Services (APS) results may come back with a Partial Match, a Full Match or No Match. A Partial Match means that some or part of your employee’s information matches the information of a person in the APS Registry. A Partial Match result may or may not be the same individual that submitted the request.

An employer should follow their policy and procedures on how to move forward with any APS results, including documentation of a partial match.

The Department of Child Safety (DCS) results will come back with only a Full Match or No Match.

❖ What do we do if we receive a Full Match from APS?

An employer should follow their policy and procedures on how to move forward with any APS results.

“In Process” Results Status

❖ What does it mean when a request says “in process”?

A request that says it is "in process" means the request has been submitted but it is under further review. Typically, this should only take a day or two, but it may take a week or more during periods of high volume.

Once the results of the employment request are available, the employer will receive the following email notification: (name) - No Match Results or Match Results.

Affidavits

❖ Does the individual have to upload an affidavit?

No, the only type of account that requires an affidavit to be uploaded is a Caregiver Account. If an employee created a Caregiver Account instead of an Individual Account, they will need to call the CBC Help Desk at (602) 255-3301 to reset their account.

Age Requirements

❖ Can someone under the age of 18 create an account and submit an employment request?

Yes, an individual under the age of 18 years may create an account and submit an employment request through the CBC portal. The process for someone under the age of 18 is the same as for those over age 18.

❖ For a staff member under age of 18, how do they answer the CBC portal question regarding whether the job requires a fingerprint card?

As provided in A.R.S. Section 41-1758.07 a person under 18 years of age is exempt from the level I fingerprint clearance card requirements and at all times the person shall be under the direct visual supervision of personnel who have valid level I fingerprint clearance cards.

Contacting the CBC Helpdesk

❖ How can I contact the CBC Helpdesk for assistance?

You can reach the CBC Help Desk at (602) 255-3301 for assistance.

Resources

- ❖ Are there videos to explain how to create an account and how to submit a background check request?

Yes. There are several helpful video tutorials and user guides on the DES webpage, <https://des.az.gov/cbc>.

For videos, click on the “Tutorial Videos” (English and Spanish) dropdowns:

- For individuals/employees:
 - To create an individual account, see Video 1.
 - To submit an employment request, see Video 3.
- For employers/agencies:
 - To create an employer and agency account, see Video 2.
 - To learn how to navigate your employer/agency account, see Video 4.

For user guides, click on the “User Guides” dropdown.