CONNECT Provider Portal - How Do I Job Aid

How Do I Manage My Background Check Contacts?

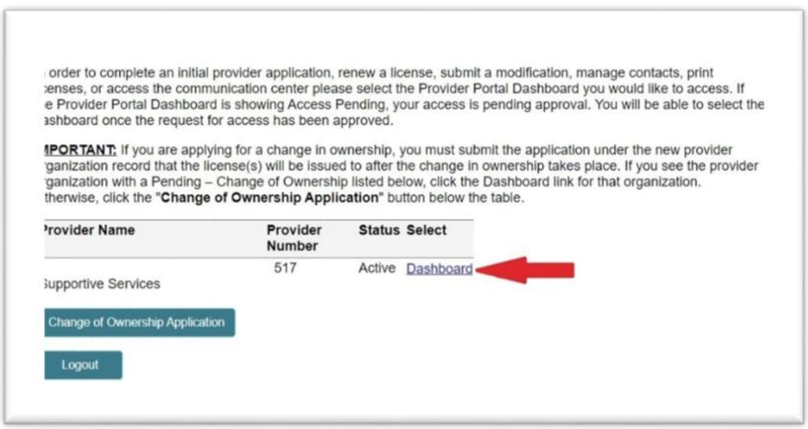
The following job aid will help providers understand how to set up and manage their Background Check Contacts in the CONNECT Provider Portal. Once Background Check Contacts are set up and the provider organization has registered with Fieldprint, the organization is responsible for receiving and reviewing 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:

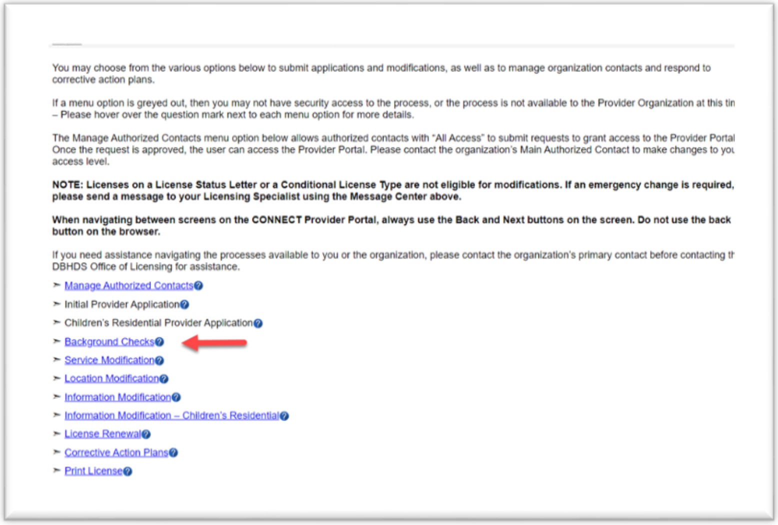
- Register your provider with DBHDS Background Investigations Unit which will identify your organization with Fieldprint.
- Register in the CONNECT Provider Portal and ensure all those who will be receiving Background Check results have security access to Background Checks (only those with all access 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

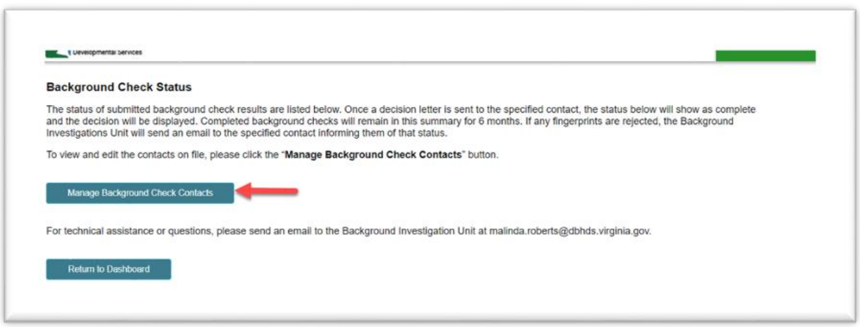
Step 1: Log into CONNECT and navigate to the CONNECT Provider Dashboard by clicking the **Dashboard** link.



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

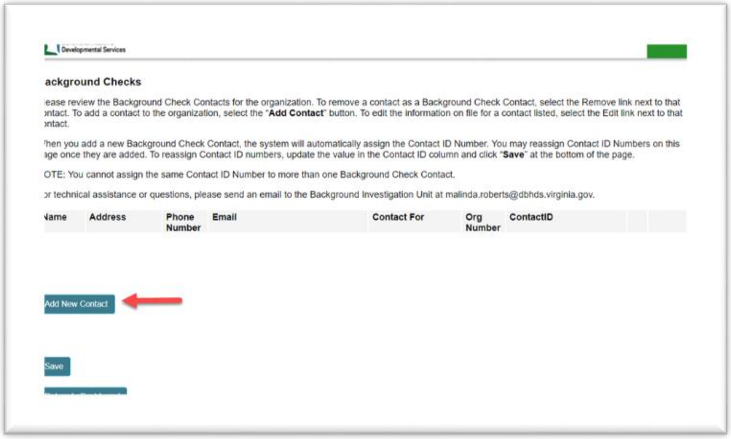


Step 3: The Background Check Status page displays all individuals who have submitted fingerprints to Fieldprint in the last six months for your provider organization. It will include information for the status of the background decision as well as a link to the decision letter once it is issued. To set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

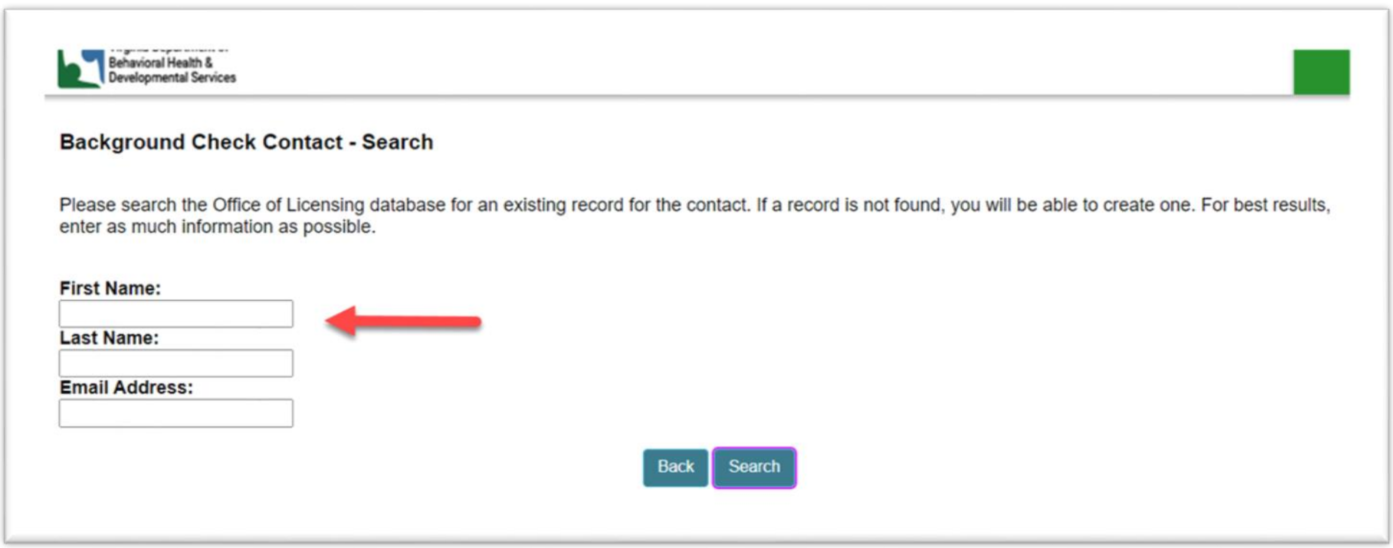


Step 4: From the Background Checks page any Background Check Contacts will display on this page. Contacts can be edited or removed. You can add a Background Check Contact. However, this does not

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

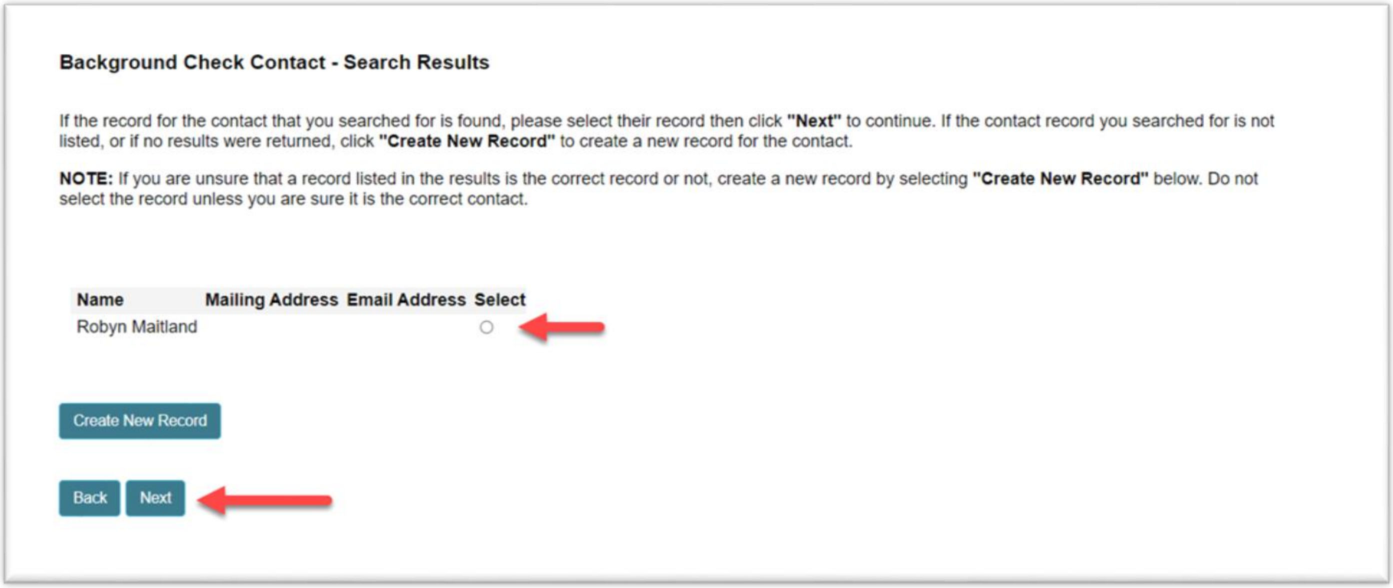


Step 5: The Background Check Contact – Search page requires you to enter the name and email of the contact. This is a search page to find the CONNECT User Account of the contact. Enter the First and Last Name along with their email address. Click the **Search** button.

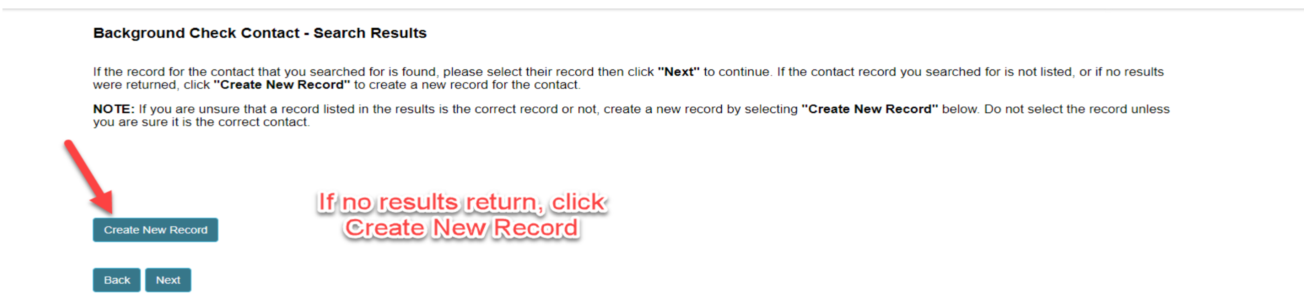


Step 6: If the name is found, select the name. Remember, the Background Check Contact must also have a CONNECT User Account. If no name is returned from the result, click **Create New Record** to setup a CONNECT User Account by selecting Manage Contacts from the dashboard menu after the Background Check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

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

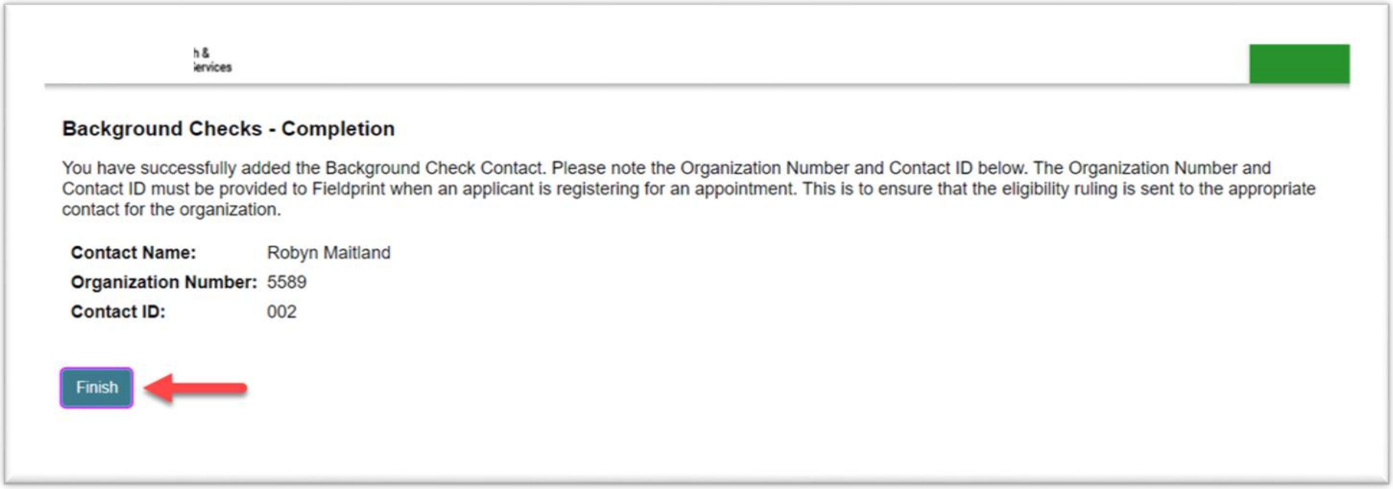


B. If no name is returned. Click **Create New Record** and enter the new record contact information. Continue through each screen until all information has been entered.

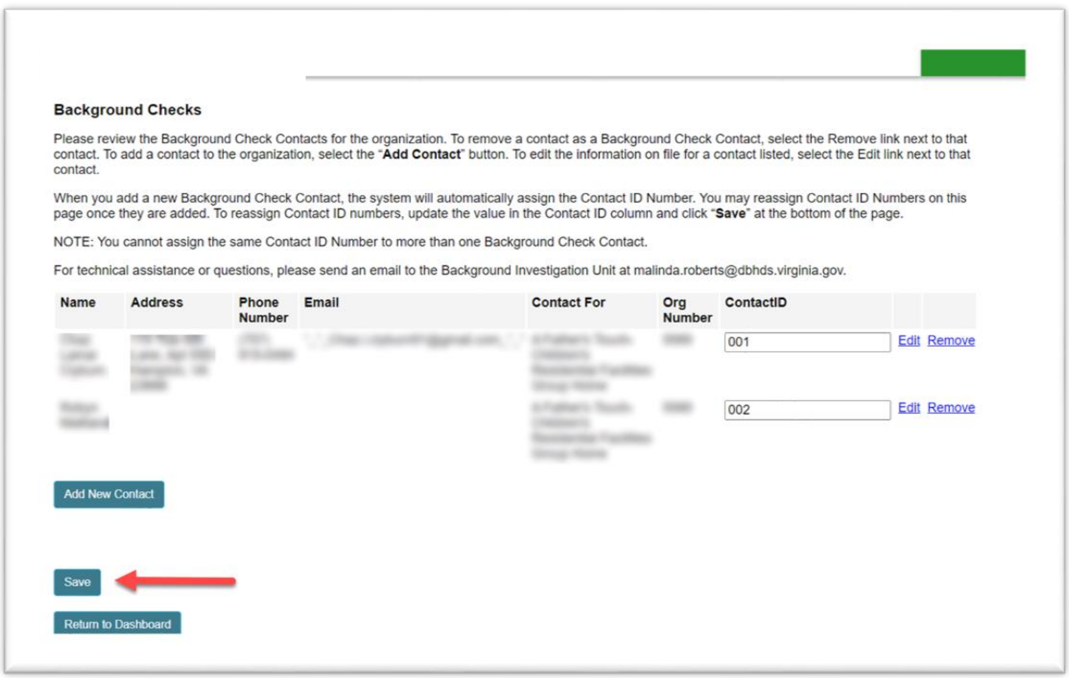


Step 7: A Contact ID is automatically assigned and identifies who should get decision letters. Providers should only have one Background Check Contact per Contact ID. Click the **Finish** button.

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.



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**.**



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