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Introduction

Welcome to the NC DHHS Automated Background Check System User’s Guide. This guide introduces you to the features of the NC DHHS Automated Background Check System (NC DHHS ABCMS) and provides detailed instructions for using the system.

The NC DHHS ABCMS is a web-based application that has been developed to assist long term care (LTC) providers perform registry checks and process fingerprint-based background checks for employment applicants in an efficient and effective manner. The NC DHHS ABCMS also helps providers store applicant and employee records and print forms associated with pre-employment checks.

The following capabilities are available to providers on this easy-to-use, automated system:

- Manage user accounts
- Update your provider information
- Add new applicants
  - Complete licensure check for active applicant licenses
  - Complete registry checks for applicant offenses
  - Interface with live scan vendor websites to schedule fingerprint appointments
  - Pay for fingerprinting and criminal history checks
  - Print forms
- Connect to applications already in process for another provider
- Track applicant fingerprinting
- Upload associated documents
- Track applications at various stages using the following lists: Not Yet Submitted, Flagged for Review, Determination In-Process, and Determination Available
- Enter employment information (for both provisional and permanent employment)
- Track employees with various statuses using the following lists: Provisional, Permanent, and Separated
- Verify employment of permanent employees
- Upload a current employee roster for use in automated monthly registry rechecks
- Generate provider reports
Conventions Used in This Guide

The following table describes the typographic conventions used in this guide:

<table>
<thead>
<tr>
<th>This convention...</th>
<th>Is used to indicate...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bold type</td>
<td>Items such as buttons and field names on NC DHHS ABCMS screens</td>
</tr>
<tr>
<td><em>Italic type</em></td>
<td>Document titles and variable text</td>
</tr>
<tr>
<td>“Double Quotes”</td>
<td>Section and chapter titles within the text</td>
</tr>
<tr>
<td>1, 2, 3</td>
<td>A series of steps used to complete a procedure</td>
</tr>
<tr>
<td>a, b, c</td>
<td>Subordinate steps used to complete a procedure</td>
</tr>
</tbody>
</table>

Accessing the Background Check System

You will need Internet Explorer version 8.0 or higher for the system to run properly on your computer. You will need Adobe Acrobat to view and print system generated forms.

To access the system:

1. Enter your **Username** and **Password** and click the **Login** button.

   Your System Administrator will assign your **Username** and provide it to you. You will receive your initial system-generated **Password** via email.

   ![Login Screen](image)

   Your **Username** is not case sensitive; your **Password** is case sensitive; therefore, take caution when typing in your **Password**.

   If you are using cut and paste to insert your system generated **Password**, please ensure that you do not include any spaces before or after the **Password**. If you incorrectly enter your **Password** more than three times, you will be locked out of the NC DHHS ABCMS and will need your System Administrator to unlock your login account.
2. If you are logging into the system for the first time, you will be prompted to accept the End User License Agreement for the system.

3. When logging in for the first time you will also be prompted to change your Password and to select at least one Security Question and provide an answer to it.

Answers to Security Questions are not case sensitive.
4. If you are not logging into the system for the first time, the Home page will display.

To change your login/security information at any time, go to the My Account link in the top right corner of each screen.

Using the Home Page

The Home page provides you with quick access to many of the functions of the NC DHHS ABCMS. Click any of the links in the At a Glance table to quickly access applications and employee records that need action. See the Understanding the At a Glance Table User Guide for more information.
Resetting Your Password

If you forget your Password, you may request a new Password.

1. From the Login screen, click Forgot Password. The Forgot Password screen appears.

2. Enter your Username; then click Next.

3. You will be asked to answer a security question; then click Email New Password.

4. The Login screen appears with the message Your password has been reset and emailed to [username@domain.com]. You will receive a temporary Password and will be prompted to change it when you log into the system.