



# NC DEPARTMENT OF **HEALTH AND HUMAN SERVICES**

## **Background Check System Introduction and Login Information**

---

Provider User Guide  
Version 01  
June 2018

## Contents

Introduction.....	3
Conventions Used in This Guide .....	4
Accessing the Background Check System .....	4
Using the Home Page .....	6
Resetting Your Password.....	7

## 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:

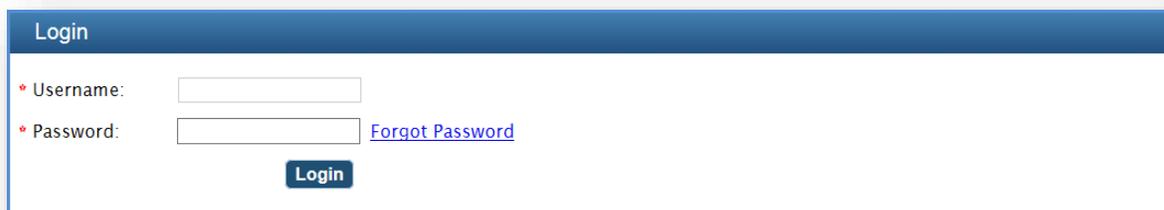
This convention...	Is used to indicate...
<b>Bold type</b>	Items such as buttons and field names on NC DHHS ABCMS screens
<i>Italic type</i>	Document titles and variable text
"Double Quotes"	Section and chapter titles within the text
1, 2, 3	A series of steps used to complete a procedure
a, b, c	Subordinate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

## 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.



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.

**NC** Health Service Regulation  
HEALTH AND HUMAN SERVICES

Rectangular Ship Logout

### End User License Agreement

**Terms and Conditions**

Terms and Conditions:

The NC DHHS Automated Background Check Management System (ABCMS) is a password protected website. By logging into the website with an authorized username and password, the user is agreeing to the set of conditions below. The user and their licensed facility/agency will adhere to the following, but not limited to, set of username and password policies: The user and their licensed facility/agency are entirely responsible for maintaining the confidentiality of the licensed facility/agency usernames and passwords assigned to users at their licensed facility/agency. Usernames and passwords are not to be shared at any time. The user and their licensed facility/agency are entirely responsible for all activities that occur on this site under their usernames. The licensed facility/agency is responsible for the management of your licensed facility/agency usernames. This would include disabling and enabling access to the website, pending the status of employees within their licensed facility/agency. If an employee is no longer authorized to access the NC DHHS ABCMS website due to change in employment status, role assignment or job function, access must be disabled immediately for that user. The authorized NC DHHS ABCMS website Administrator of your licensed facility/agency will regularly audit the list of usernames associated with your licensed facility/agency to ensure all accounts are up-to-date and accurate and that users are assigned to the correct role within the NC DHHS ABCMS application.

The licensed facility/agency must notify the NC Department of Health and Human Services (DHHS) Privacy and Security Office (PSO) immediately of any known or suspected unauthorized use of the user's username and password or any other breach in security by reporting a privacy or security incident at: <http://www.ncdhhs.gov/about/administrative-divisions-offices/office-privacy-security>. Dissemination of Criminal Justice Information (CJI) is strictly prohibited without the expressed written consent from the NC State Bureau of Investigation (NC SBI). Prerequisite agreements must be in place between parties prior to dissemination of CJI. Proper precautions, such as privacy screens on monitors and screen saver "Wait" restrictions are to be in place when viewing CJI within the web site. By accessing the NC DHHS ABCMS website, the user is acknowledging that he/she is accessing a restricted application. System usage will be monitored, recorded and subject to audit. Use of the system indicates consent of monitoring and recording. Unauthorized use of the system is prohibited and may be subject to criminal and/or civil penalties.

By clicking the check box. (I accept the Terms and Conditions of the End User License Agreement) below, I acknowledge and confirm that I have read, understand, and accept the terms and conditions as stated in the End User License Agreement.

I accept the Terms and Conditions of the End User License Agreement

Print Cancel Submit

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.

### Update Login Information

\* Required

\* Current Password:

\* New Password:

\* Confirm New Password:

\* Security Question:

\* Security Answer:

\* Confirm Security Answer:

Cancel Submit

**Password Rules**

Must be 8 - 16 characters.  
One or more uppercase letters.  
One or more lowercase letters.  
One or more numbers.  
One or more special characters.  
Cannot reuse prior passwords.



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.

Home | Applications | Employees | Search | Reports | Reference | Admin

Help | My Account | Logout

Home

Welcome to NC DHHS ABCMS!

WELCOME to the North Carolina DHHS Automated Background Check Management System (ABCMS) website. This secure site allows you to initiate background checks and search existing background checks processed through the site, track and review determination results and maintain the employment status of your applicants . The system will guide the end user through entering an applicant, conducting automated checks of public registries and initiating fingerprint based criminal history checks. Thanks for logging in to the NC DHHS ABCMS System.

Contact Technical Support at 678-387-5466 if you need assistance.

**At a Glance**

Applications	
Not Yet Submitted By Provider	6
Not Yet Submitted By Provider > 10 Days	6
Application in Process	34
Registry Recheck	0
Employees	
Provisional Status Expiring (Within 5 Days)	0
Provisional Status Expired	2
Employment Verification Needed (Within 30 Days)	0
Employment Verification Past Due	3
New Background Check Needed (Within 30 Days)	0



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

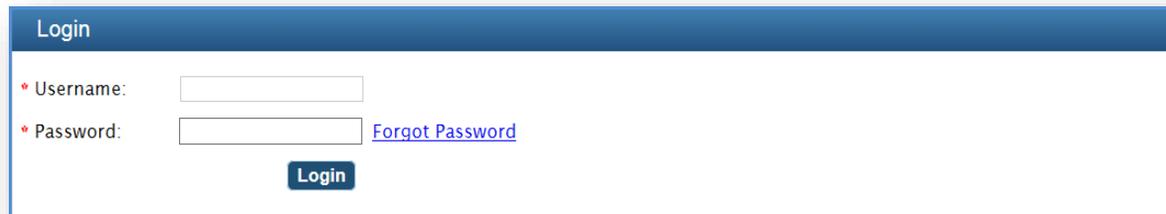
## Using the Home Page

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.



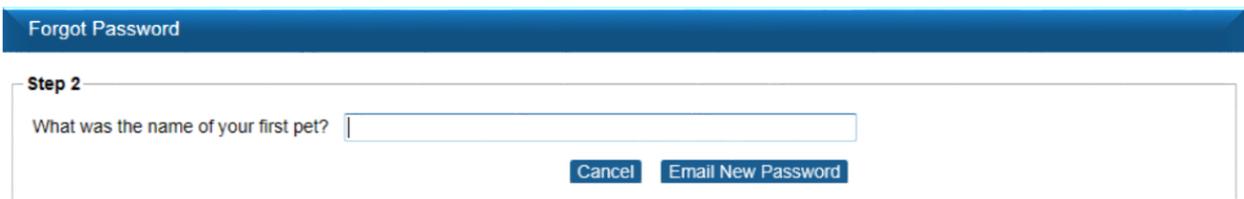
The screenshot shows the 'Login' screen. It has a blue header with the word 'Login'. Below the header, there are two input fields: 'Username:' and 'Password:'. To the right of the 'Password:' field is a blue link that says 'Forgot Password'. Below the input fields is a blue button labeled 'Login'.

2. Enter your **Username**; then click **Next**.



The screenshot shows the 'Forgot Password' screen. It has a blue header with the words 'Forgot Password'. Below the header, there is a section labeled 'Step 1'. Inside this section, there is an input field for 'Username:'. Below the input field are two buttons: 'Cancel' and 'Next'.

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



The screenshot shows the 'Forgot Password' screen. It has a blue header with the words 'Forgot Password'. Below the header, there is a section labeled 'Step 2'. Inside this section, there is a text prompt: 'What was the name of your first pet?'. To the right of the prompt is an input field. Below the input field are two buttons: 'Cancel' and '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.