



**Hewlett Packard
Enterprise**

National Background Check Program

Applicant Background Check Portal Frequently Asked Questions (FAQ's)

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A Collaborative Project



**Hewlett Packard
Enterprise**



Frequently Asked Questions 1-5

Question #	Question	Answer
1	If am an AGENCY ADMINISTRATOR, having problems with my password and I need it reset what do I do?	Go to the General Information section on the ABCP and follow the instructions on Pages 97-98 of the NBCP-007-ABCP Quick Reference Guide
2	If am an AGENCY ADMINISTRATOR, one of my USERS is having problems with their password and I need it reset what do I do?	Go to the General Information section on the ABCP and follow the instructions on Pages 87-90 of the NBCP-007-ABCP Quick Reference Guide
3	What letter does an applicant take with them to the BCI Unit for fingerprinting?	The letter generated after the 7 (seven) registries have been checked and the Eligible Icon has been clicked.
4	How do I print the Applicants letter for fingerprinting if I did not enter an email for the applicant during the registration process?	Once the Eligible Icon is clicked, back out of the Applicants File and go back into it. The icon Print Register appears automatically at the bottom of the screen.
5	What if an Applicants background check come back Disqualified can I still hire them?	The Office of Attorney General is NOT ALLOWED to make any decisions regarding employment status; this decision rests with you as the Provider Agency.

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6	How long after an Applicant's fingerprints are scanned can I expect the results?	Overall, the expected turn around time from print capture to qualified or not qualified status so the provider can make the hire decision is from 2-4 hours. This is based on FBI (federal response to biometric images (prints). There are cases that can take days, weeks or months - rejected prints for example must be resubmitted to FBI. The FBI will then have a fingerprint expert compare the prints under manual analysis before returning a response. This process can take days-weeks-months. There will be a workaround in there near future for cases with extremely long (months) response time.
7	Is an electronic version of the Eligible for "Fingerprinting" letter acceptable when an Applicant presents at the BCI Unit for Fingerprinting?	Yes, The BCI Unit will accept letters on mobile devices.
8	When checking the 7 External Registries do I have to print screen shots to prove I checked them?	No, this is not necessary.
9	In checking the 7 External Registries I did not find a disqualifying result but a "hit" what should I do?	Contact your Legal/HR Team for assistance.
10	After I register an applicant the "Rap Back" turns to "NO", what did I do wrong?	You did nothing wrong. Think of Rap Back like a light switch, Once the Applicants Prints are entered it turns to Yes (on). Clicking on the Not/Hire or Termination Icon turns it to No (off).
11	If an Applicant is unlicensed do I still have to check the licensing registry #5-RI Nurse Aide Registry and License verification?	Yes, you must always check all of the 7 Registries.

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Question #	Question	Answer
12	Now the we have ABCP, how do volunteers and students get background checks?	Refer to the RIAG Website. http://www.riag.ri.gov/homeboxes/BackgroundChecks.php
13	Do minors/juveniles get processed in the ABCP?	No, minors/juveniles are excluded from ABCP, follow the process you have been practicing.
14	What does the date in the "Rap Back Expiration" refer to?	The date in the "Rap Back Expiration" refers the date the fingerprints expire the Applicant must return to the RIAG for fingerprinting and a background check if they were consecutively employed at your organization.
15	How do I know which employees have to have a background check?	http://webserver.rilin.state.ri.us/BillText14/HouseText14/H7413.pdf
16	Where can I find information on the law regarding background checks for the Long Term Care Industry?	http://webserver.rilin.state.ri.us/BillText14/HouseText14/H7413.pdf
17	How do I obtain the information, to complete the Sex, Race, Eye Color, Hair Color, Height, and Weight?	You can obtain this information from an Applicants Government Issued ID, Drivers License or Passport.
18	When I register an Applicant the Registration Confirmation states if I did not enter a Social Security Number the Applicant must bring the registration form with them for fingerprinting. Does a Long Term Care (LTC) Applicant need this letter.	This process is not applicable to Long Term Care Applicants. LTC Applicants must present with the letter that is generated after the "Eligible" icon is clicked. This can be a paper letter or the electronic version on an Applicants Device. You do not need to give the Applicant a copy of the Registration Confirmation.

****NOTICE-Please validate all Q&A with your Legal Department to ensure your Organization is following all proper rules, regulations, laws, requirements, etc.**