



**Hewlett Packard
Enterprise**

National Background Check Program

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

A Collaborative Project

May 2016-Distribution Copy

NBCP-025-D-Frequently Asked Questions-FAQ's, Version 1.4, Revision Date: 05/10/2016



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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 Letter to Applicant" 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.

Frequently Asked Questions 6-10

Question #	Question	Answer
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. *See Question 19 for further information
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).

Frequently Asked Questions 11-15

Question #	Question	Answer
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.
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

Frequently Asked Questions 16-20

Question #	Question	Answer
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.
19	Is there a form to collect the information needed to Register an Applicant?	There is no form issued by the NBCP. This is a form that would be developed at the Individual Organization level for their own use.
20	I deleted/can't find the auto generated notification with the results for an applicant. What do I do?	Once the BCI Unit clicks on the icon that indicates the Applicant's status it will send auto generate the notification. The notification cannot be resent. The Applicant Queue, and the Applicant's Registry Results "the applicant's file" are proof you completed the process and can be printed, should a copy be needed for a paper file.

Frequently Asked Questions 21-23

Question #	Question	Answer
21	The word "No Decision" appears in the BCI Qualification Column, What does this mean?	<p>The expected turn around time of the Applicant's results is projected to be weeks/months. The "No Decision" in the BCI Qualification Column serves two purposes:</p> <ol style="list-style-type: none"> 1. Notify the Provider of the Applicant's Current Status 2. Allow the Provider to make a hiring decision while awaiting the official response back from the FBI to the BCI Unit. <p>When the final update is received, the BCI Unit will then select "Qualified" or "Disqualified". At this point if the Applicant was hired, the Provider can continue employing the applicant or terminate the applicant at their discretion.</p>
22	I have received a "Qualified" result after a "No Decision" result in the BCI Qualification Column, what do I do?	<ol style="list-style-type: none"> 1. If the Provider clicked on the "Hire" icon after a "No Decision" result appeared then: <ul style="list-style-type: none"> -No action is needed, the Applicant is already hired. 2. If the Provider clicked the "Not-Hire" icon after a "No Decision" result appeared, and would like to HIRE the Applicant then: <ul style="list-style-type: none"> -The Provider must process the Applicant as a "New Applicant" following the steps in the ABCP Quick Reference Guide.
23	I have received a "Disqualified" result after a "No Decision" result in the BCI Qualification Column, what do I do?	<ol style="list-style-type: none"> 1. If the Provider clicked on the "Hire" icon after a "No Decision" result appeared then: <ul style="list-style-type: none"> -The Provider can click on the "Termination" icon at their discretion. 2. If the Provider clicked the "Not-Hire" icon after a "No Decision" result appeared then: <ul style="list-style-type: none"> -No action required as the Applicant was not hired.