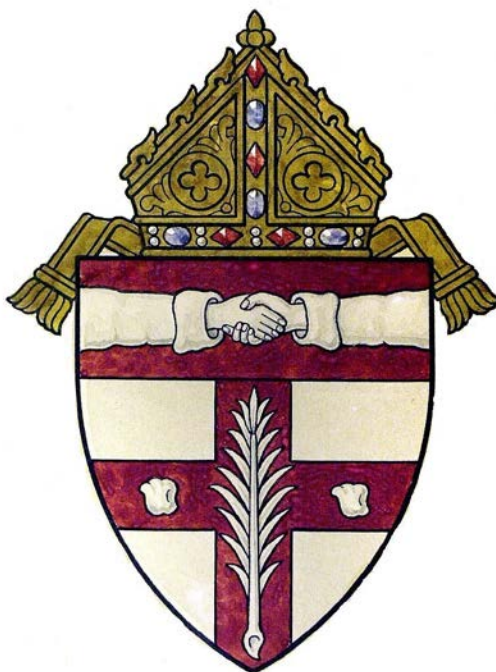


Diocese of Owensboro

Safe Environment New Hire Packet



CMGConnect

DIOCESE OF OWENSBORO



Safe Environment Compliance

Getting Started:

1. Go to <https://owensboro.cmgconnect.org/>

New to training? Create an account by completing all the boxes under “Register for a New Account.” This includes address, primary parish, and how you participate at your parish or school. If you have questions please contact your parish/school coordinator.

Please do not create a new account if you have previously completed safe environment training.

Current Employee/Volunteer: Please contact your Safe Environment Administrator at your parish/school or the Office of Safe Environment for account information. click the green “Sign In Here” button in the upper right corner of the page.

NOTE: For people with known email addresses - that is your username and password is 1234.

NOTE: For people without a known email addresses - your account username will be a combination of your first name(.)last name(.) and (.)owb and password 1234.

Example: Jason.Johnson.owb

2. Your dashboard will show you the required and optional training curriculums that have been customized for your particular category within the Diocese.

3. Click **Start Curriculum** under *Safe Environment Training, Background Check & Policy Acknowledgement - Owensboro* to begin.

4. On the last page of the curriculum, submit your background check information. Please enter your name as listed on your government issued identification.

NOTE: The training will remain **In Progress** until your background check is processed and reviewed by the archdiocese. This can take up to 7-10 business days.

CMG CONNECT Owensboro FAQ SUPPORT

Language - en **Sign In Here**

Existing Accounts

Do you have an account? If so, you don't need to sign up for a new one. Click the "Sign In Here" button in the upper right hand corner of this window. Otherwise, register for a new account below.

Register for a New Account

Account Personal Affiliation < Prev Next >

Enter your first, middle, and last name as they appear on your driver's license or official identification. Do not use prefixes, i.e., Rev., Fr., Sr., Jr., Dcn.

* First name Middle name * Last name

* Username

* Password

Address 1

Address 2

* City

* Phone

* Date of Birth

Select the Primary Parish/School at which you Volunteer or Work. (Search or scroll down to find your parish.)

Select an option

Please Select a Role

Select an option

I participate as a/an:

- ☐ Driver (select in addition to other categories)
- ☐ Employee
- ☐ Non-Diocesan Groups (Ursuline Sisters, Ursuline Academy, Knights of Columbus)
- ☐ Volunteer - Working with Minors
- ☐ Vulnerable Adult Ministries Volunteer

Users with previous training: Sign In Here

Select 'Language - ES' to create an account in Spanish

- **USERS WITH TRAININGS:** Click "Sign In Here" to log in with your username that is either your email address or a combination of your first name, last name, and owb (Example: Sally.Smith.owb) and the password **1234**.

- **NEW USERS:** progress through ALL three account creation screens before your registration is complete.

- On your main dashboard, you will click **Start Curriculum** to open up the training.

- Complete each training page—as you work through, they will show as **Done** in each box.

- When finished, click **Dashboard**. Your curriculum will show as *In Progress* on your dashboard until your background check is processed and approved. *Background checks*

- After you are certified, you can log in to your account to access your completion certificate. Click the gray **Download Certificate** button under the Safe Environment curriculum.

If you have a valid email address on your account, you will receive a system message when approved.

A. Safe Environment Training & Background Check - Owensboro

5 Years

Includes: Safe Haven - It's Up to You Videos & Questions (parts 1-3); Archdiocesan policy review; Background Check submission

Start Curriculum

Safe Haven - It's Up to You 1

Video Page **Progress**

- Safe Haven Questions - Part 1 Question/Answer Page
- Safe Haven - It's Up to You 2 Video Page
- Safe Haven Questions - Part 2 Question/Answer Page
- Safe Haven - It's Up to You 3 Video Page
- Safe Haven Questions - Part 3 Question/Answer Page
- Volunteer Code of Conduct Read and Acknowledge Page
- Office of Child and Youth Protection Requirements for Overnight and/or Out of Town Trips Read and Acknowledge Page
- Policy for Reporting Suspected Abuse of a Minor Read and Acknowledge Page
- When you Suspect Child Abuse or Neglect - Attorney General Read and Acknowledge Page
- Contacts for Archdiocesan Assistance Read and Acknowledge Page
- Background Check Background Check Page

Completed

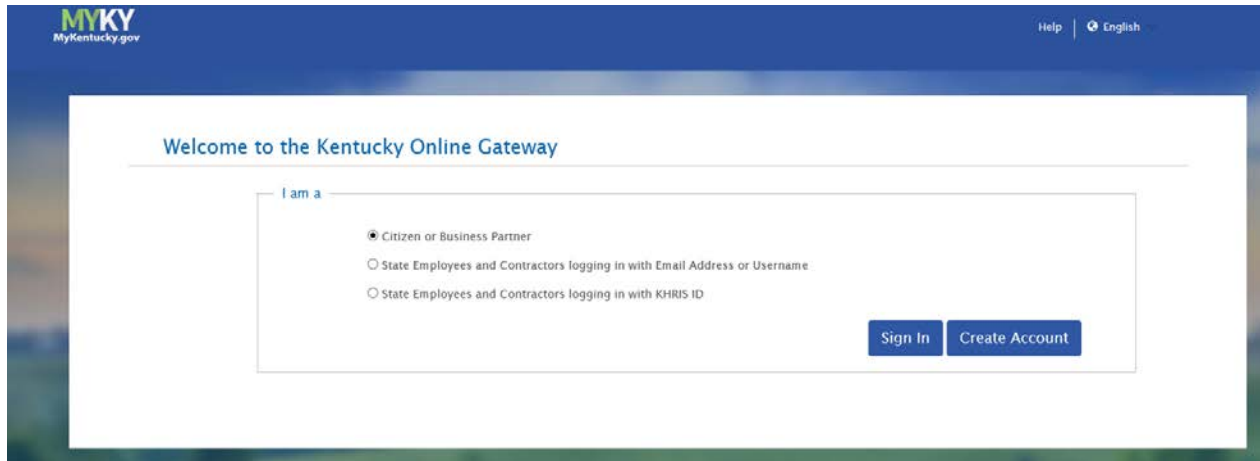
Download Certificate

<https://owensboro.cmgconnect.org/>

08/01/2020

KOG Onboarding for CAN Check Requests

Open your browser and enter the following URL <https://ssointernal.chfs.ky.gov>.



Select **Citizen or Business Partner**. Click on **Create Account** button.

Please complete your Kentucky Online Gateway Profile

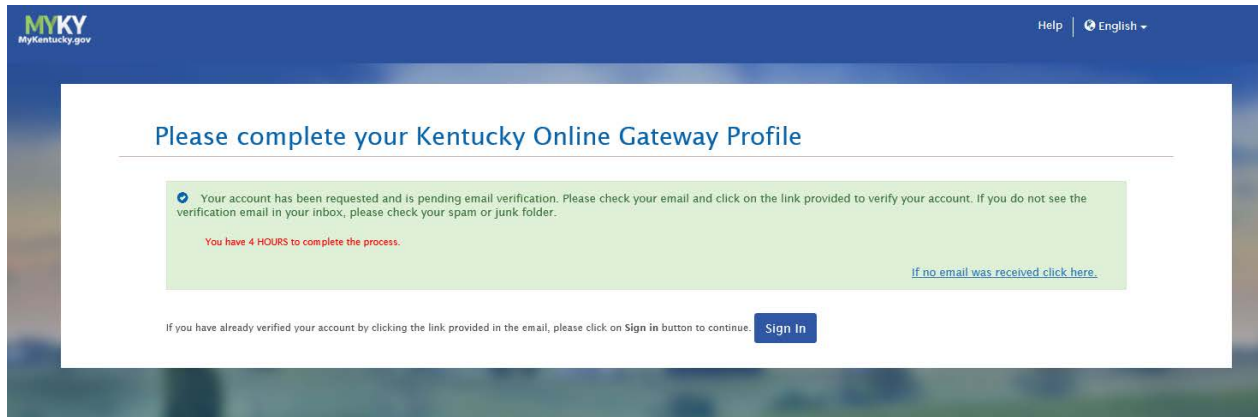
i If you already have an existing Kentucky Online Gateway (KOG) Account, please click [here](#) to reset your password OR click on the **Cancel** button below to log into your account.

Please fill out the form below and click **Sign Up** when finished.
All fields with * are required.

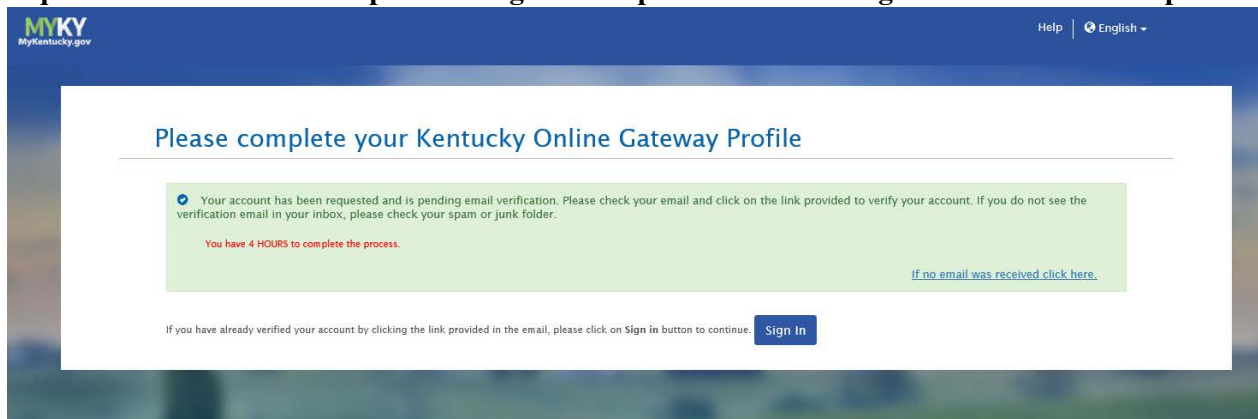
* First Name	Middle Name	* Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
* E-Mail Address	* Verify E-Mail Address	
<input type="text"/>	<input type="text"/>	
* Password	* Verify Password	
<input type="text"/>	<input type="text"/>	
Mobile Phone	Language Preference	
<input type="text"/>	<input type="text" value="English"/>	
Street Address 1	Street Address 2	
<input type="text"/>	<input type="text"/>	
City	State	Zip Code
<input type="text"/>	<input type="text" value="Kentucky"/>	<input type="text"/>
Question	* Answer	
<input type="text" value="In what city were you born? (Enter full name of city only)"/>	<input type="text"/>	
Question	* Answer	
<input type="text" value="What was the name of your first pet?"/>	<input type="text"/>	

Cancel **Sign Up**

Enter the required information on the displayed screen and click the **Sign Up** button to complete your KOG Profile. **NOTE: The provided E-Mail address will be used for the account username.**



A success message is displayed if required information was submitted. An E-Mail from KOG_DoNotReply@ky.gov is automatically sent to the E-Mail address provided. **NOTE: The requestor has 4 hours to complete the registration process or a new registration must be completed.**



Access your E-Mail account and click on the activation link in the **Account Verification E-Mail** to complete validation of the requested KOG profile.

This email is to help you complete the last step of account set-up.

Your Citizen account username [REDACTED]

Click on the below link now, to activate your account.

<https://kog.chfs.ky.gov/public/fvlink/?linkid=14408a3f-4cdd-4e0f-8332-67b8d1bf83a3>

[Click here for Help Desk contact information](#)
Kentucky Online Gateway

NOTE: Do not reply to this email. This email account is only used to send messages.

Privacy Notice: This email message is only for the person it was addressed to. It may contain restricted and private information. You are forbidden to use, tell, show, or send this information without permission. If you are not the person who was supposed to get this message, please destroy all copies.

If an E-Mail is **not** received within 30 minutes, click on the **No E-Mail received** link. Enter the previously provided E-Mail address and click **Verify** to resend E-Mail.

The screenshot shows the 'Didn't receive an account verification email?' page. It includes a header with the MYKY logo and a 'Help | English' link. The main content area has a title 'Didn't receive an account verification email?' and two numbered instructions: 1. Check Spam and junk folders on your email. 2. Ask for a new account verification email. Below the instructions is a text input field labeled 'E-Mail Address' and a 'VERIFY' button. A 'Sign In' button is also visible at the bottom right.

Once the user clicks on the E-Mail activation link the requestor will be sent to the **Validate New Account** screen, where they will be prompted to **Continue to Sign In**.

The screenshot shows the 'Validate New Account' page. It includes a header with the MYKY logo and a 'Help | English' link. The main content area has a title 'Validate New Account' and a green box with a checkmark icon and the text 'Click on the button below to Sign In now and complete the final step of the account creation process.' Below this is a 'Continue to Sign In' button.

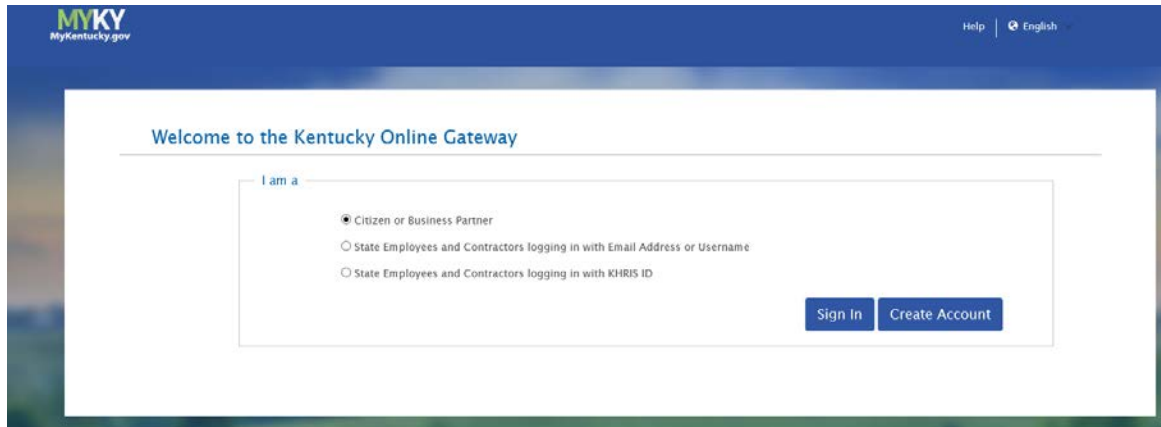
User will be redirected to the **KOG External Gateway Log In** screen. (You may want to save the URL to your Favorites.) Enter your username and password and click **Sign In**.

The screenshot shows the 'Citizen (or) Business Partner Sign In' page. It includes a header with the MYKY logo and a 'Help | English' link. The main content area has a title 'Citizen (or) Business Partner Sign In' and a subtitle 'Sign in with your Kentucky Online Gateway Account.' Below this are two input fields: 'Email Address' and 'Password'. A 'Sign In' button is located below the password field. To the right of the password field is a link 'Forgot/Reset Password?'. Below the 'Sign In' button is a link 'Resend Account Verification Email'. On the right side of the page, there is a 'WARNING' box with text about unauthorized access. Below the warning box is a link 'Don't already have a Kentucky Online Gateway Citizen Account?' and a 'Create An Account' button. At the bottom right, there is a link 'Click here to select user account type'.

CAN Check Request User Guide

Open your browser and enter the following URL <https://ssointernal.chfs.ky.gov>.

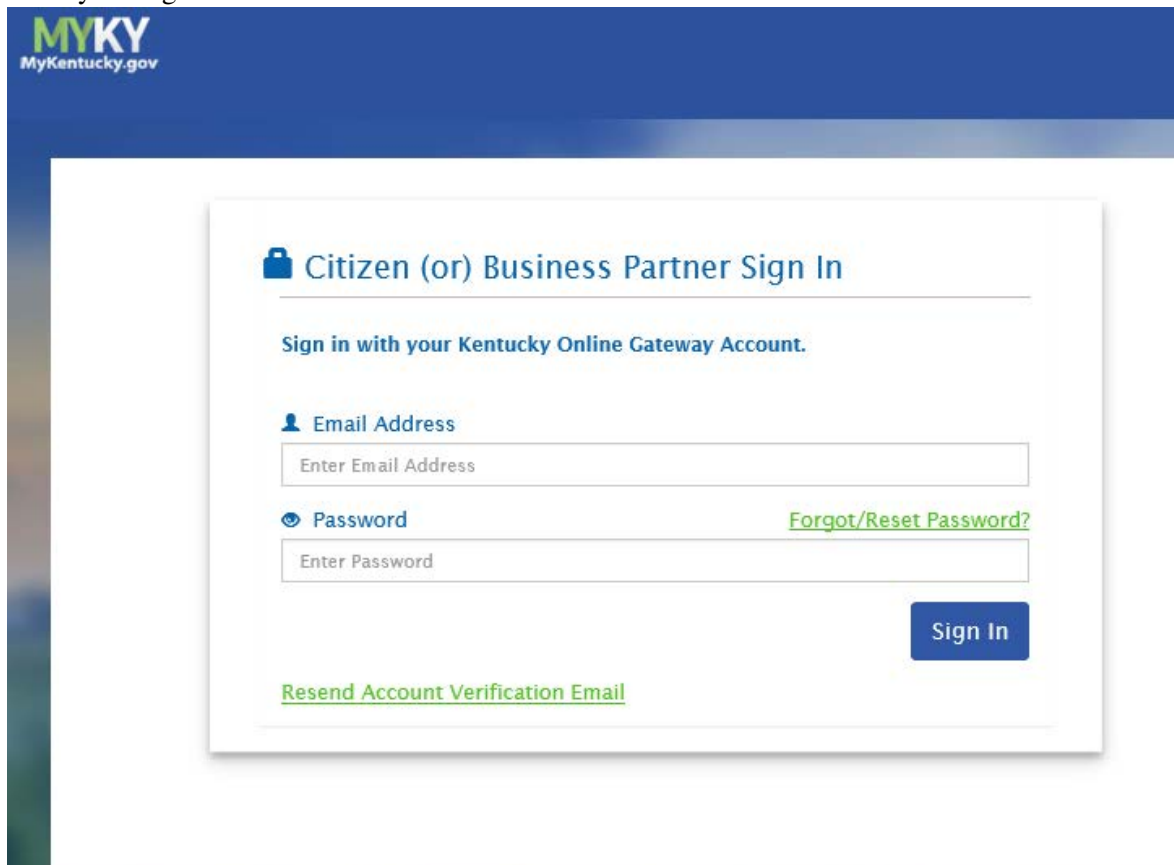
Select **Citizen or Business Partner** and Select **Sign In**



The screenshot shows the 'Welcome to the Kentucky Online Gateway' page. At the top left is the 'MYKY MyKentucky.gov' logo, and at the top right are links for 'Help' and 'English'. The main content area has a heading 'Welcome to the Kentucky Online Gateway' followed by a section 'I am a'. This section contains three radio button options: 'Citizen or Business Partner' (which is selected), 'State Employees and Contractors logging in with Email Address or Username', and 'State Employees and Contractors logging in with KHRIS ID'. To the right of these options are two buttons: 'Sign In' and 'Create Account'.

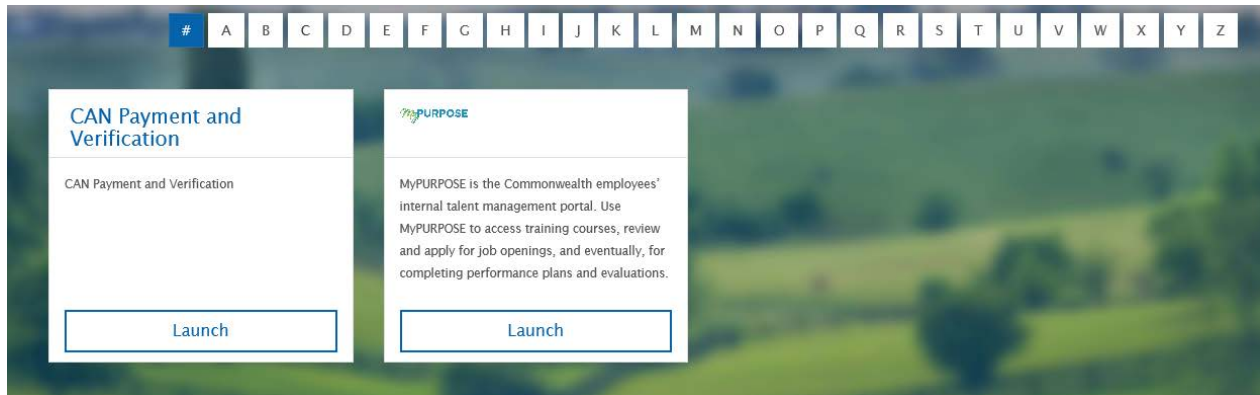
Refer to the **KOG Onboarding for CAN Check Requests Guide** if you do not have a Kentucky Online Gateway account.

Enter your registered E-mail address and Password.



The screenshot shows the 'Citizen (or) Business Partner Sign In' page. At the top left is the 'MYKY MyKentucky.gov' logo. The main heading is 'Citizen (or) Business Partner Sign In' with a briefcase icon. Below the heading is the instruction 'Sign in with your Kentucky Online Gateway Account.' There are two input fields: 'Email Address' with the placeholder text 'Enter Email Address' and 'Password' with the placeholder text 'Enter Password'. To the right of the password field is a green link that says 'Forgot/Reset Password?'. Below the input fields is a blue 'Sign In' button. At the bottom left of the form is a green link that says 'Resend Account Verification Email'.

Select the letter “C” from the alphabet list and select **CAN Payment and Verification (Child Abuse and Neglect)** from the application list and click **Launch**.



The **CAN Payment and Verification** Home screen will be displayed. Please note that this application currently only supports the follow browsers: Internet Explorer (not Edge), Chrome or Mozilla. Mobile phone support currently is not available.

Kentucky.gov **CAN Payment and Verification** Welcome : candev.citizen@externalide.idcit.ide ▾

Home My Dashboard Form ▾

Please use Internet Explorer, Chrome or Mozilla to access this application.

Welcome

To begin a new request, select the Form menu item located in the upper left hand corner.
To check the status of a previously submitted request, select My Dashboard in the upper left hand corner.
Refunds cannot be issued if you submit the wrong form or if your supporting document is not clearly recognizable. For questions regarding the correct form, see contact section below.

Contact

For questions on how to submit a request in the CAN Payment and Verification database, please contact Records Management at 502-564-3834 for Central Registry Check (DPP 156) related issues or the Division of Childcare at 502-564-2524 Option 1 for Child Care Central Registry Check (DCC 374) related issues. If you are unable to access the database or receive an error message, please contact the help desk at 877-545-6175.

To submit a CAN request, select the desired request type from the **Form** dropdown. Select **Child Care Central Registry Check (DCC-374)** for child care checks or **Central Registry Check (DPP-156)** for central registry checks.

Kentucky.gov

CAN Payment and Verification

Welcome : candev.citizen@externalide.idecit.ide

[Home](#) [My Dashboard](#) [Form](#)

Please use Internet Explorer

Child Care Central Registry Check (DCC-374)
Central Registry Check (DPP-156)

Welcome

To begin a new request, select the Form menu item located in the upper left hand corner.

To check the status of a previously submitted request, select My Dashboard in the upper left hand corner.

Refunds cannot be issued if you submit the wrong form or if your supporting document is not clearly recognizable. For questions regarding the correct form, see contact section below.

Contact

For questions on how to submit a request in the CAN Payment and Verification database, please contact Records Management at 502-564-3834 for Central Registry Check (DPP 156) related issues or the Division of Childcare at 502-564-2524 Option 1 for Child Care Central Registry Check (DCC 374) related issues. If you are unable to access the database or receive an error message, please contact the help desk at 877-545-6175.

For either **Child Care** or **Central Registry** checks, select the type of check that applies. If none are applicable, specify a description in other.

CHILD CARE CENTRAL REGISTRY CHECK

* STATE AND/OR FEDERAL LAW REQUIRES A CHILD ABUSE/NEGLECT (CAN) CHECK AS A CONDITION OF EMPLOYMENT OR SERVICE AS A CHILD CARE/DAY CARE STAFF MEMBER FOR THE FOLLOWING:

☐ A Licensed Child-Care Center Employee, Volunteer, or Adult Household Member (922 KAR 2:090)

☐ A Certified Family Child-Care Home Employee, Volunteer, or Adult Household Member (922 KAR 2:100)

☐ A Registered Child Care Provider Applicant or Adult Household Member (922 KAR 2:180)

☐ Private Child Care Employee (KRS 199.466)

☐ Out of State Child Care Employee (42 U.S.C. 9858f, 45 C.F.R. 98.43)

Other
(If none of the above category is applicable, please explain the reason for requesting a child abuse or neglect check, including the statutory or regulatory authority for the request):

CENTRAL REGISTRY CHECK

*** FOR THE FOLLOWING TYPES OF EMPLOYMENT OR VOLUNTEERISM, STATE LAW OR KENTUCKY ADMINISTRATIVE REGULATION AUTHORIZES A CHILD ABUSE/NEGLECT (CAN) CHECK AS A CONDITION OF EMPLOYMENT OR VOLUNTEERISM. PLEASE CHECK THE CATEGORY LISTED BELOW THAT APPLIES TO YOU FOR WHICH THE CHILD ABUSE OR NEGLECT CHECK IS BEING REQUESTED:**

- ☐ Child-Placing Agency (Foster/Adoption/Independent Living) Employee or Volunteer (Required by 922 KAR 1:310)
- ☐ Residential Child-Caring Facility Employee or Volunteer (Institution/Group Home/Emergency/Wilderness) (Required by 922 KAR 1:300)
- ☐ Public School Employee, Student Teacher, Contractor, or School-Based Decision-Making Council Member (Required by KRS 160.380)
- ☐ Private, Parochial, or Church School Employee or Student Teacher (Permitted by KRS 160.151)
- ☐ Youth Camp Employee, Contractor, or Volunteer (Required by KRS 194A.380-194A.383)
- ☐ Power of Attorney Regarding the Care and Custody of a Child (Required by KRS 403.352)
- ☐ Supports for Community Living (SCL) Employee (Required by 907 KAR 1:145)
- ☐ Michelle P. Waiver (Required by 907 KAR 12:010)
- ☐ Home and Community Based (HCB) Waiver (Required by 907 KAR 1:160 and 7:010)
- ☐ Acquired Brain Injury Waiver Services (Required by 907 KAR 3:090)
- ☐ Children's Advocacy Center (Required by 922 KAR 1:580)
- ☐ Court Appointed Special Advocate(CASA) (Required by KRS 620.515)
- ☐ Personal Care Attendant (Required by 910 KAR 1:090)

(If none of the above category is applicable, please explain the reason for requesting a child abuse or neglect check, including the statutory or regulatory authority for the request):

All **Personal Information** fields are required. If either **Middle Name** or **Maiden/Nick Name/Other** is not applicable enter N/A.

Personal Information

Personal information regarding the individual submitting to a child abuse or neglect check

*** First Name**

Ex. John

*** Last Name**

Ex. Smith

*** Middle Name**

Ex. Jones

*** Maiden/Nick Name/Other**

Ex. Dave

*** Sex**

-- Please select a Sex --

*** Race**

-- Please select a Race --

*** Date of Birth**

MM/DD/YYYY

*** Social Security/Individual Taxpayer Identification #**

xxx-xx-xxxx

*** Date of Initial Hire**

MM/DD/YYYY

All **Current Address** fields are required except **Address Line 2**.

Current Address			
* Address Line 1		Address Line 2	
<input type="text" value="Ex. 123 Main St"/>		<input type="text" value="Ex. Apt 10 Or Suite 200"/>	
* City	* State	* ZipCode	
<input type="text" value="Ex. Frankfort"/>	<input type="text" value="-- Please select a State --"/>	<input type="text" value="Ex. 12345"/>	
* Living at the current address longer than 5 Years? <input checked="" type="radio"/> Yes <input type="radio"/> No			

To authorize the Cabinet for Health and Family Services to share results with an employer or agency, check the checkbox.

Employer / Agency Information	
<input type="checkbox"/>	In addition to receiving the results myself, I authorize the Cabinet for Health and Family Services to share the results with the following employer or agency

The following will be displayed. Complete the required fields.

Employer / Agency Information			
<input checked="" type="checkbox"/>	In addition to receiving the results myself, I authorize the Cabinet for Health and Family Services to share the results with the following employer or agency		
Name			
<input type="text" value="Employer / Agency Name goes here..."/>			
Address Line 1		Address Line 2	
<input type="text" value="Ex. 123 Main St"/>		<input type="text" value="Ex. Apt 10 Or Suite 200"/>	
City	State	ZipCode	
<input type="text" value="Ex. Frankfort"/>	<input type="text" value="-- Please select a State --"/>	<input type="text" value="Ex. 12345"/>	

At least one form of supporting documentation from the following list is required: Driver's License/State ID, Birth Certificate, Social Security Card/Individual Taxpayer ID, Passport or work ID. The document file type should be one of the following: .JPEG, .PNG, .BMP and .PDF. Please ensure that the document image is clearly recognizable. Employers and agencies who are submitting CAN checks must submit a signed, applicable central registry document (DPP-156 or DCC-374) for each request.

View / Upload Documents

*Upload one of the following supporting documents: Driver's License/State ID, Birth Certificate, Social Security Card/Individual Taxpayer ID, Passport or work ID. Approved file types: .JPEG, .PNG, .BMP or .PDF. Please ensure that the supporting document image is clearly recognizable.

* Document Description

Browse...

Upload

Save And Add Applicant

Save

Submit

[Go To Dashboard](#)

Enter a document name and then press **Browse** to search for the document on your computer. After selecting the document, press **Upload** to add the document to the request.

View / Upload Documents

*Upload one of the following supporting documents: Driver's License/State ID, Birth Certificate, Social Security Card/Individual Taxpayer ID, Passport or work ID. Approved file types: .JPEG, .PNG, .BMP or .PDF. Please ensure that the supporting document image is clearly recognizable.

* Document Description

Z:\Drivers License.pdf

Browse...

Upload

Save And Add Applicant

Save

Submit

[Go To Dashboard](#)

08/01/2020

A document can be viewed or deleted after it is uploaded by selecting **View** or **Delete**. Up to 5 documents can be added for each individual.

View / Upload Documents

*Upload one of the following supporting documents: Driver's License/State ID, Birth Certificate, Social Security Card/Individual Taxpayer ID, Passport or work ID. Approved file types: .JPEG, .PNG, .BMP or .PDF. Please ensure that the supporting document image is clearly recognizable.

*** Document Description**

Browse...

Upload

Document Desc	View	Delete
driver's license	View	Delete

Save And Add Applicant

Save

Submit

[Go To Dashboard](#)

After uploading the required document(s), press:

- **Save And Add Applicant** – to save the current request and add a request for another individual (up to 10 CAN checks can be processed in one submission).
- **Save** – to save the current request to submit later (the request will be displayed in the dashboard to view or edit).
- **Submit** – to save the request and proceed to payment.

A confirmation screen will prompt you to either cancel or continue to submit.

Confirm Submit

There are 1 application(s) in this submission. Please verify provided information is correct and that any scanned documentation type is legible. No refunds shall be issued for submitted CAN check requests.

If you agree, Please click "Submit" to continue otherwise click "Cancel"

Cancel

Submit

Two options will appear for payment: **Agency Payment Code** and **Pay by Credit/Debit Card**. To pay by credit card, press **Proceed to E-Sign**.

Customer

If you have a Agency Payment Code select check and proceed, if you do not have the code please click the button to continue

Do you have Agency Payment Code? ☐ Agency Payment Code ☒ Pay by Credit/Debit Card

[Proceed to E-Sign](#)

For agencies utilizing a payment processing code, select **Agency Payment Code**, the **Customer Type** from the drop down and enter the assigned **Agency Payment Code** for your organization. Then press **Proceed to E-Sign**.

Customer

If you have a Agency Payment Code select check and proceed, if you do not have the code please click the button to continue

Do you have Agency Payment Code? ☒ Agency Payment Code ☐ Pay by Credit/Debit Card

Select customer type

Agency Payment Code

[Proceed to E-Sign](#)

Payment Processing for an Individuals (Non-Agency Requests)

The **E-Signature** screen appears before payment. To edit or upload your submission prior to payment, return to the dashboard by pressing **Go To Dashboard**, otherwise press **Sign & Pay** to continue.

E-Signature

Please ensure that the applicable, signed central registry document (DPP-156 Central Registry Check or DCC-374 Child Care Central Registry) is uploaded for each background check. Refunds will not be issued for incorrect submissions. Please verify that all information is correct and that the correct documentation is uploaded before submitting – requests cannot be edited after submission. To upload documents prior to payment, return to the dashboard by clicking Go To Dashboard, Edit the saved request, scroll down to View/Upload Documents and upload the document

Signature	Date and Time
<input type="text" value="candev citizen"/>	<input type="text" value="1/23/2020 8:39:54 AM"/>

[Go To Dashboard](#) [Sign & Pay](#)

Enter your credit card/debit card information on the **Select Payment Type** screen (there is a fee of \$10 per CAN check). All fields are required except **Address Line 2** and **Email Address**. Select **Next** to continue to payment overview.

CHFS Child Abuse & Neglect (CAN) Checks

Select Payment Type



Summary

CAN Application Fee	\$10.00
Item Price: \$10.00	
Quantity: 1	
Sub Total	\$10.00
Total	\$10.00

Card Details

Card Number (required)

Expiration Date (required)

Security Code (required)

No spaces or dashes, please.

[Help](#)



Cardholder Details

Name (required)

Country (required)

Address Line 1 (required)

Address Line 2

City (required)

State (required)

Zip Code (required)

Email Address

Please enter your email address to receive a copy of your receipt via email.

NEXT

Select **Pay Now** if all details are correct to finalize payment.

CHFS Child Abuse & Neglect (CAN) Checks

Visa Card Details

Card Number *****1111

Expiration Date 6/2020


Cardholder Details

John Doe
1234 Main Street
Frankfort, KY 40601 United States

PAY NOW

[Cancel and return to CHFS Child Abuse & Neglect \(CAN\) Checks](#)
[Log in to pay with your Kentucky.gov eWallet!](#)

[Policies](#) [Security](#) [Disclaimer](#) [Accessibility](#)


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Kentucky.gov

Summary

CAN Application Fee

Item Price: \$10.00

Quantity: 1

Sub Total

\$10.00

Total

\$10.00

After successful payment, a CAN check request receipt is displayed with a confirmation number and can be printed or emailed. To return to the dashboard, press **Complete Payment And Return To CAN**.

CHFS Child Abuse & Neglect (CAN) Checks

Thank you for your payment!

Your transaction has been submitted! Please print or e-mail a copy of this receipt for your records.

Summary

Confirmation Number

49574426

Payment Made: 01/23/2020 09:11 AM EST

Payment Method: Visa Credit Ending With 1111

Account Holder Details

john doe
123 main street
frankfort KY 40601

Cart Items

Description	Price	Quantity	Extended Total
CAN Application Fee	\$10.00	1	\$10.00
Total			\$10.00

COMPLETE PAYMENT AND RETURN TO CAN

PRINT

EMAIL

A confirmation screen will appear and an email will be sent to the address on file. To return to the dashboard, press **Go To Dashboard**. The status of your request will update to **Submit**. Please allow up to 30 days for processing. When your results have been completed, you will receive a confirmation email at the address on file and can return to the dashboard to view or print the results. Proceed to requestor dashboard section below.

CHFS Child Abuse & Neglect (CAN) Checks

Thank you for your payment! Your payment is confirmed

SummaryPrint

Confirmation Number49636080

Account Holder Details

Payment Made: 1/24/2020 2:52:11 PM
Payment Method: Visa Credit Ending With 1111

John Doe
1234 Main Street
Frankfort KY 40601

Cart Items

Description	Price	Quantity	Extended Total
CAN Application Fee	\$10.00	1	\$10.00

Your application(s) have been submitted for review. Below are the case numbers for reference

Cart Items

#	Case Number	First Name	Last Name
1	CHRS20200000013	Jonathan	Vandiver

A confirmation of payment notification has been sent to your provided E-Mail address.

[Go to Dashboard](#)

Payment Processing for Agencies

The following **E-Signature** screen appears prior to payment. Please ensure that the signed and applicable registry check document has been uploaded for each request. To return to the dashboard, press **Go To Dashboard**, otherwise press **Sign & Pay** to continue.

E-Signature

Please ensure that the applicable, signed central registry document (DPP-156 Central Registry Check or DCC-374 Child Care Central Registry) is uploaded for each background check. Refunds will not be issued for incorrect submissions. Please verify that all information is correct and that the correct documentation is uploaded before submitting – requests cannot be edited after submission. To upload documents prior to payment, return to the dashboard by clicking Go To Dashboard, Edit the saved request, scroll down to View/Upload Documents and upload the document

Go To Dashboard

Sign & Pay

A confirmation screen will appear and an email will be sent to the address on file. To return to the dashboard, press **Go To Dashboard**. The status of your request will update to **Submit**. Please allow up to 30 days for processing. When your results have been completed, you will receive a confirmation email at the address on file and can return to the dashboard to view or print the results.

Thank you!

Thank you for submitting your request!

Cart Items

#	Case Number	First Name	Last Name
1	CHRS20200003668	candev	citizen

A confirmation of payment notification has been sent to your provided E-Mail address.

Go to Dashboard

Requestor Dashboard

The **Requestor Dashboard** contains a list of all the CAN checks requested by you. It displays the first and last name, form type (DCC for Child Care/DPP for Central Registry Check), date submitted and last updated, the current status and view, edit and print options. Once you submit a CAN check the status will change to **Submitted**. Once the processing of a request begins the status will be updated to **Under Review** and upon completion will be updated to either **Completed** or **Cancel** (if it does not include the supporting documentation, etc.).

View, Edit and Print

A green **View** button is displayed when a CAN request has been **Saved** or **Submitted** by you. When the CAN check results are **Completed**, the green **Result** button is enabled for you to review your results. A red **Result** button indicates that the request was canceled. To find the reason it was rejected, select **Result**, scroll to the bottom of the report and the description will be listed under **Reject Reason**.

CAN requests with a status of **Saved** can be edited prior to submission.

Once your results have been provided, a print option will enable you to save a copy for your records.

Requestor Dashboard

Applicant Search

Applicant First Name

Applicant Last Name

Form

- Select Form -

Status

- Select Status -

Applicant Search

Batch ID	Applicant ID	Case Number	First Name	Last Name	Form	Date Submitted	Date Last Updated	Status	View	Edit	Print
1051	1068	CHRS20190000104			DCC	5/6/2019	5/6/2019	Completed	Result	Edit	Print
1052	1069	CHRS20190000105			DCC	5/6/2019	5/6/2019	Completed	Result	Edit	Print
1053	1070				DCC	5/13/2019	5/13/2019	Saved	View	Edit	Print
1054	1071	CHRS20190000106			DCC	5/13/2019	5/13/2019	Submitted	View	Edit	Print

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