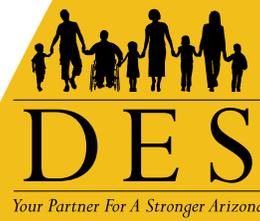




ARIZONA CENTRALIZED BACKGROUND CHECKS (CBC)

Individual User Guide
March 2024



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INTRODUCTION

The Arizona Centralized Background Checks (CBC) is a web portal for Individuals, Employers, and Agencies to access background check results from the following sources:

- Arizona Department of Child Safety (DCS) Central Registry
- Arizona Adult Protective Services (APS) Registry
- Department of Public Safety (DPS) Fingerprint Clearance Card status

This guide is intended to provide instructions for **individuals** to submit a background check request for any of the following:

- Gain or retain employment or volunteer
- Become a DCS caregiver (foster care, adoption, or guardian)
- Request a background check for personal reasons

PROCESS OVERVIEW

Individuals who need a background check must create an account and submit a request for employment or to become a DCS caregiver (foster care, adoption, or guardian). The individual must connect their request to an employer or DCS caregiver agency account. This authorizes the employer or caregiver agency to receive the background check results.

A background check request can only be submitted by the person who needs a background check. Employer and Agency representatives cannot submit a request on behalf of an Individual but may provide assistance with the process.

When the background checks for the CBC sources are completed, an automated email will be sent to the individual and any connected employer/agency to confirm a notification is available in the Message Center. This notification will include a link by which to download the results.

Employers may add 'Agency' accounts for people who are responsible for oversight of a team, company, organization, or agency's background checks. These accounts will have access to your background check results.

Periodic automated rechecks will be performed. If new results are found since the last background check, notifications will be sent to the individual and any connected employer, and agency accounts.

The CBC will initiate notifications for annual employment background checks for each Individual account that is connected to an Employer account. The annual background check will be due 12 months from the last background check result report. The CBC will generate notifications 90 days in advance of the expiration of the current background check request. If the Individual does not submit a new request by the due date, the background check will be expired, and notification will be sent to the Employer and connected Agency accounts.

GET STARTED

Does your background check require a Fingerprint Clearance Card (FCC)?

- If yes, do you already have an account with the Department of Public Safety (DPS) Public Services Portal (PSP)?
 - If yes, you do not need to create an account. Login to: cbc.az.gov. Your PSP is linked to the CBC and the following functions are shared:
 - The same account is used to login to both portals.
 - The account profile can be updated from either portal.
 - Employer/employee relationships can be updated from either portal.
 - Name changes to an account associated with DPS must be processed through the DPS PSP before they can be applied to the CBC.
 - If you need to create a DPS PSP account and submit an FCC application with the Department of Public Safety (DPS), create an account at: psp.azdps.gov.
- If your background check does not require a Fingerprint Clearance Card, create an account at: cbc.az.gov.

CBC LANDING PAGE AND SIGN UP PAGE

The main landing page to get started with the CBC is located at: cbc.az.gov. **Note:** The CBC also has a mobile phone view.

Click the Sign Up option in the upper right corner of the page. The page presents this question: 'What is your role in the background check process?'

- Select 'Individual/Personal' if you need a background check for either of the following:
 - To gain or retain employment
 - For personal reasons
- Select 'Caregiver' if you need a background check to become a DCS caregiver (*foster care, adoption, or guardian*).

The [Landing page](#) also includes:

- **Contact Us:** The 'Contact Us' page provides the FAQ's, Technical Support email, and DPS PSP link.
- **Chat:** The 'Chat with Us' option provides a Virtual Assistant to help answer common questions.
- **Search:** The search option compares the search term to the Frequently Asked Questions (FAQ's) to help answer questions.
- **Frequently Asked Questions:** The Frequently Asked Questions section includes the five categories of questions.
 - General
 - Individual/Personal
 - Employer
 - Agency
 - DES
- psp.azdps.gov: A link to the DPS PSP is provided to navigate to the PSP portal for additional options related to your Fingerprint Clearance Card.

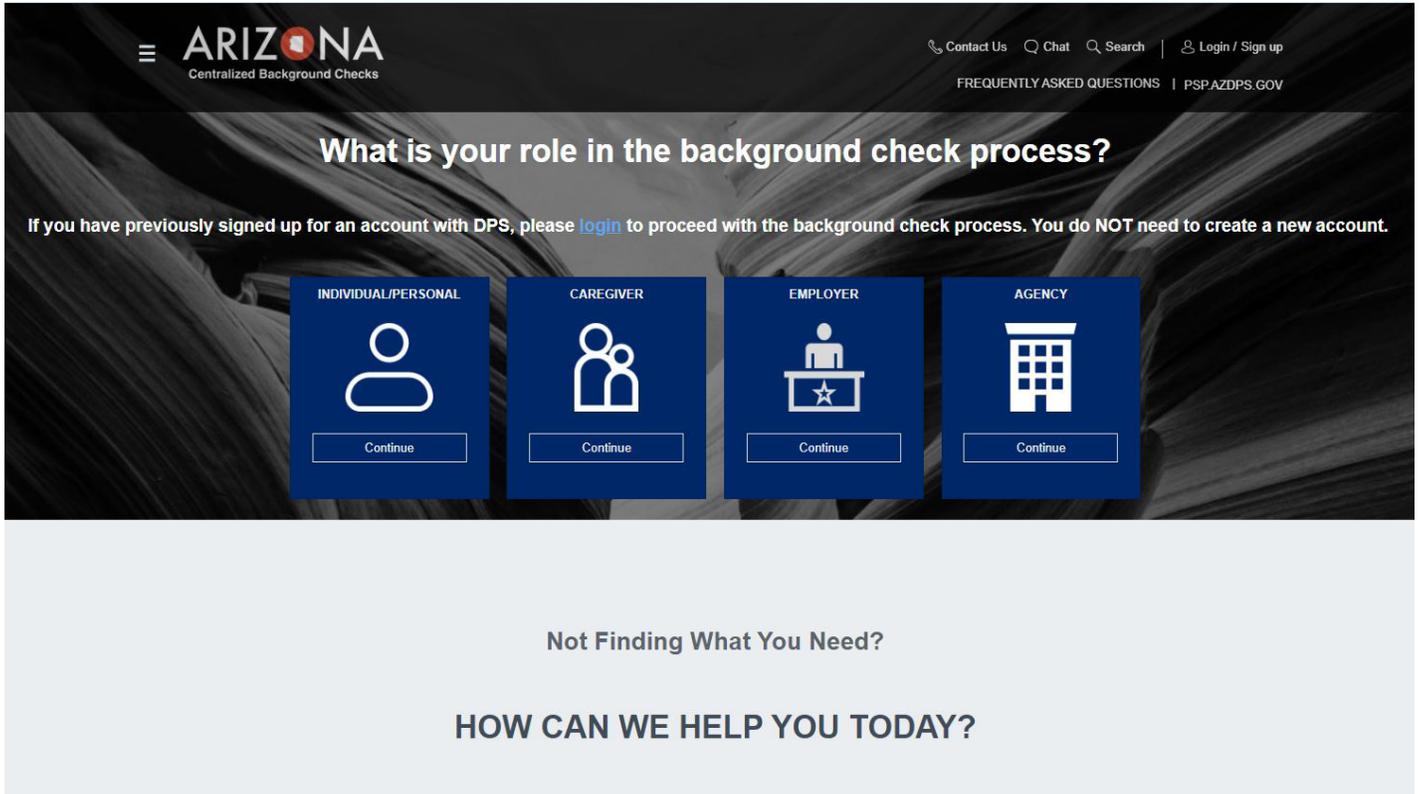


Figure 1. CBC Portal Landing and Sign up Page

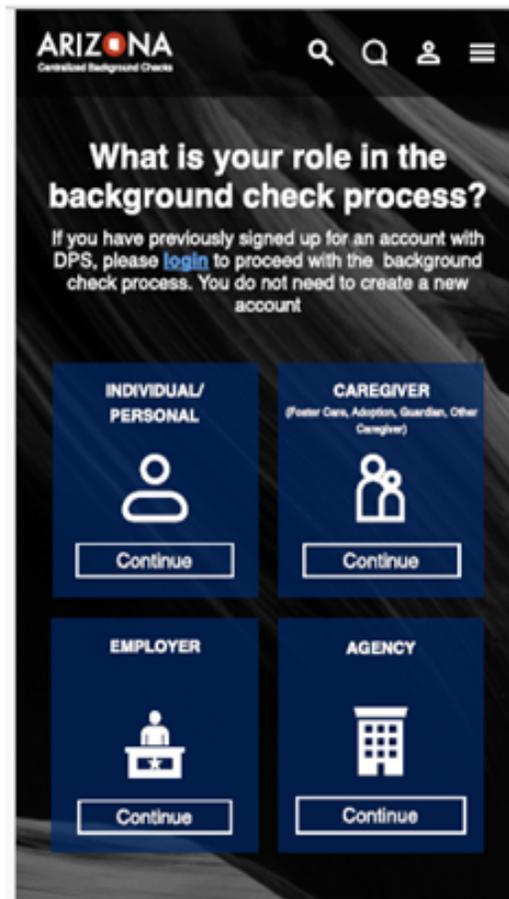


Figure 2. CBC Portal Landing Page - Mobile

CREATE A CBC ACCOUNT

Create an account from the CBC portal as follows:

- On the '[Profile Information](#)' page, enter the following and click 'Continue':
 - Your Legal First Name, Legal Last Name and Middle Initial. Enter your Legal First Name and Legal Last Name again to confirm.
 - If applicable, select a Suffix.
 - Enter and confirm your Date of Birth.
 - Enter and confirm your email address. This email address will be the username to login to the portal. Use your own personal email address.
 - Enter and confirm a password for your account. The password must contain a minimum of 8 and maximum of 20 characters with 1 uppercase, 1 lowercase, and 1 special character or number.
- On the '[Address](#)' page, enter the following and click 'Continue':
 - Your Physical Address: The location where you reside.
 - Home Number: Enter your primary phone number. This can be a mobile number.
 - Mobile Number: If you would like to receive the account verification code by text, enter a Mobile Number.
 - Mailing Address: If your mailing address is the same as your physical address, click the 'use same address as above' checkbox. Otherwise, enter your mailing address.
- On the '[Security Questions](#)' page:
 - Select 3 Security Questions
 - Enter an Answer for each Security Question.
 - Click 'Create Account'.
- Login to your email account and locate the CBC account confirmation email.
 - Click 'Confirm Account' in the email. **Note:** The email references 'The DPS Team' since the accounts are shared for both the DPS PSP and the CBC portal. **The 'Confirm Account' link loads the DPS PSP. If you have closed the CBC page, return at: cbc.az.gov and click Login.**
 - On the CBC Create Account - 'Verify Your Email', click 'Login'.
 - Enter your email address and CBC password. Click 'Login'.

Create an Account Page Examples

1 Profile Information 2 Address 3 Security Questions 4 Create Account

Creating Your Account *Indicates required field.

Legal First Name*

Confirm Legal First Name*

Middle Initial

Legal Last Name*

Confirm Legal Last Name*

Suffix ▼

Date of Birth* 📅
MM/DD/YYYY

Confirm Date of Birth* 📅
MM/DD/YYYY

Email*
example@email.com

Confirm Email*
example@email.com

Password* 👁
Minimum of 8 and maximum of 20 characters with 1 uppercase 1 lowercase and 1 special character or number.

Figure 3. Create Account: Profile Page

Profile Information Address Security Questions Create Account

Physical Address

Address*

Apt

Example: #2A

City*

State*
Arizona

Zip code*

To login you will be required to enter a code. If you would like to receive this code by text, please enter a mobile number.

Home Number*

Mobile Number

Optional

Mailing Address Use same address as above

Address*

Apt

Example: #2A

City*

State*
Arizona

Zip code*

Cancel Continue

Figure 4. Create Account: Address Page

Progress bar: Profile Information (checked), Address (checked), Security Questions (pencil icon), Create Account (4)

Creating Your Account *Indicates required field.

Security Question #1* ▼

Answer* 👁

Security Question #2* ▼

Answer* 👁

Security Question #3* ▼

Answer* 👁

Figure 5. Create Account: Security Questions Page

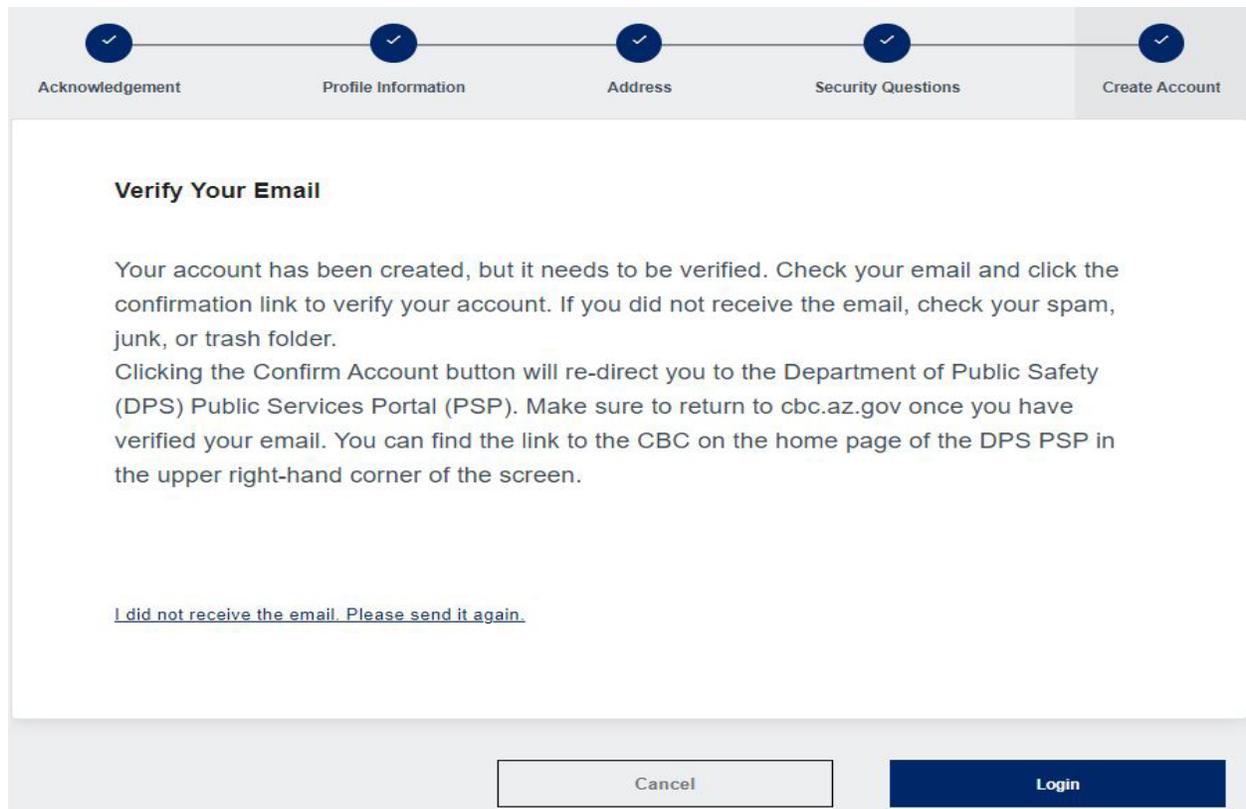


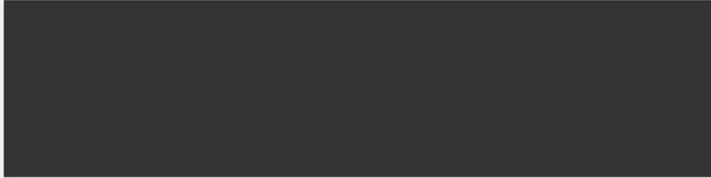
Figure 6. Create Account: Verify Your Email Page

AZ DPS- Account Confirmation

<do_not_reply_psptest2@azdps.gov>

Sunday, March 10, 2024 10:30:56 AM

Show pictures



Account Confirmation

Hi Test,

You have created an account with the following user name.

User Name: **cbctest@yopmail.com**

Please click the button below to confirm your account.

Confirm Account

If you did not make this request please **Contact Us**

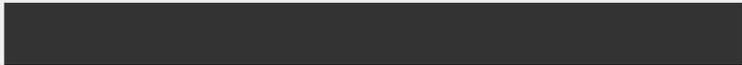
Thanks,
AZ DPS Team

AZ DPS - Your Account has been Unlocked

<do_not_reply_psptest2@azdps.gov>

Sunday, March 10, 2024 10:31:14 AM

Show pictures



Account Unlocked

Hi Test,

Please note that the account registered with the user name
cbctest@yopmail.com has been unlocked.

If you did not make this request please **Contact Us**

Thanks

Figure 7. Account Confirmation Email

LOG IN

Once you have created an account, the first time you login, the Services page presents so a new background check request can be started. For all subsequent logins, the Individual/Personal Dashboard presents.

To login, go to cbc.az.gov and:

- Click the Login option in the upper right corner of the page.
- Enter your email address and CBC password.
- Select Text or Email to receive a On-Time Passcode (OTP) to verify your identity.
- Locate the text or email with the 6-digit code. If you did not receive the OTP, click 'resend OTP'. **Note:** The text and email reference AZ DPS since the CBC account is the same account as the DPS PSP.
- Enter the 6-digit code and click 'Login'.

Log In Page Examples

For Your Protection

*Indicates required field.

For security, we need to verify your identity. Below are the email addresses and phone numbers you have listed with us.

Choose how you want to receive your temporary One-Time Passcode (OTP)*

- Text xxx-xxx-0000
- Email c...t@yopmail.com

Cancel

Send OTP

Figure 8. Request One Time Passcode (OTP)

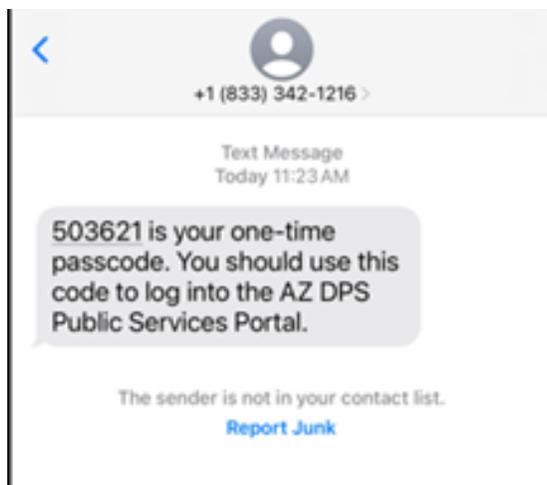


Figure 9. Text - Request One Time Passcode (OTP)

Your Requested AZ DPS One-Time Passcode

 <do_not_reply_psptest2@azdps.gov>

 Sunday, March 10, 2024 10:35:11 AM

413888 is your one-time passcode. You should use this code to log into the AZ DPS Public Services Portal.

Thank you
AZ DPS Team

Figure 10. Email - Request One Time Passcode

For Your Protection

*Indicates required field.

We just sent you a One-Time Passcode (OTP). Please enter it below to verify your account.

One-Time Passcode (OTP)*

Cancel

Login

Did not receive the OTP. [Resend OTP.](#)

Figure 11. Enter One Time Passcode (OTP)

FORGOT PASSWORD

If you have forgotten your password and need it reset, you will need your security questions and answers. Then, go to cbc.az.gov and:

- Click the Login/Sign Up option in the upper right corner of the page.
- Click '[Forgot Password](#)'.
- Enter your email address and click 'Continue'.
- Navigate to your email account, locate the [password reset email](#), and click the 'Reset Password' button.
- Enter the answers for the [security questions](#).
- Enter a [new password](#), confirm the password, and click 'Continue'. The password must contain a minimum of 8 and a maximum of 20 characters with 1 uppercase, 1 lowercase and 1 special character or number.
- Click the Login/Sign Up option in the upper right corner of the page.
- Enter your email address and the new password.
- Select Text or Email to receive a One-Time Passcode (OTP) to verify your identity.
- Locate the text or email with the 6-digit code. **Note:** The text and email reference AZ DPS since the CBC account is the same account as the DPS PSP.
- Enter the 6-digit code and click 'Login'.

Forgot Password

* Indicates required field.

Enter your email address below to reset your password:

Email Address*

Cancel

Continue

Don't have an account? [It's easy to create one.](#)

Figure 12. Forgot Password Page

Forgot Password

Check Your Email

If the email address you entered is valid, a password reset link will be sent. Check your email and click the confirmation link to reset your password. If you did not receive the email, check your spam, junk, or trash folder.

[I did not receive the email. Please send again.](#)



Figure 13. Check Your Email

AZ DPS - Password Reset

 <do_not_reply_pspstest2@azdps.gov>

 Sunday, March 10, 2024 10:37:24 AM

 Show pictures

Password Reset

Hi Test,

We received a request to reset the password for the **cbctest@yopmail.com** account that is associated with this email address.

If you made this request, please click the button below to securely reset your password.

[Reset Password](#)

If you did not make this request please **Contact Us**

Thanks,
AZ DPS Team

Figure 14. Email for Password Reset

Forgot Password

Security Questions

* Indicates required field.

Answer the security questions below to complete the password reset:

Security Question #1 *

Who was your childhood hero?

Answer * *



Security Question #2 *

What was your childhood nickname?

Answer * *



Security Question #3 *

What was your dream job as a child?

Answer * *



Cancel

Submit

Figure 15. Security Questions

Reset Password

* Indicates required field.

Enter a new password to complete the password reset:

New Password *



Minimum of 8 characters with 1 uppercase 1 lowercase and 1 special character or number. Your new password cannot match any of your last 10 passwords used

Confirm Password *



Minimum of 8 and maximum of 20 characters with 1 uppercase 1 lowercase and 1 special character or number. Your new password cannot match any of your last 10 passwords used

Cancel

Continue

Figure 16. Reset Password

SESSION TIMEOUT

For security reasons, the CBC will initiate a session Timeout countdown after 5 minutes of inactivity. The countdown will allow 5 minutes to click 'Continue Working'. When the countdown timer expires, the CBC will automatically logout.

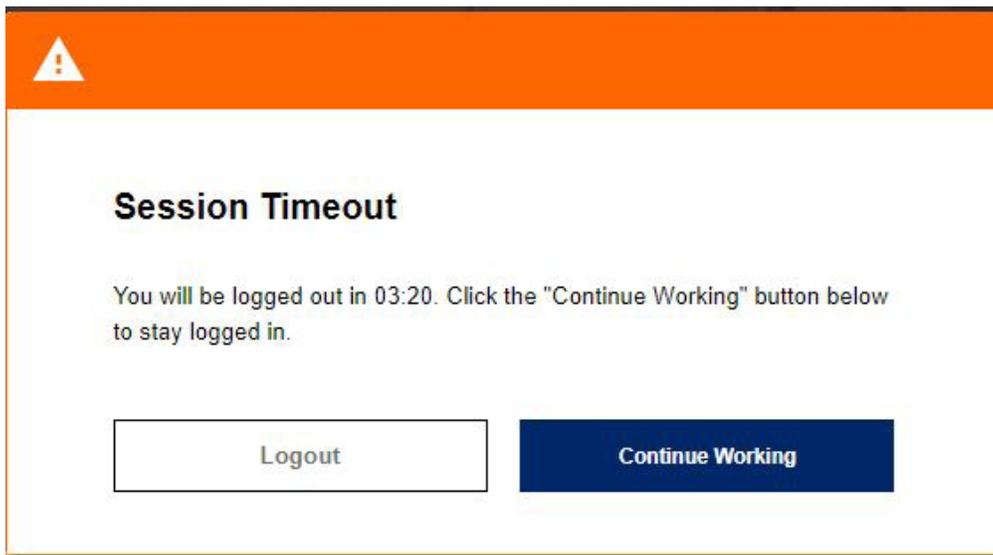


Figure 17. Session Timeout Popup

EMPLOYMENT REQUEST

Submit an Employment background check request for the following:

- To gain employment
- To become a volunteer
- To complete annual background check reviews

Before starting a request, contact your Employer (*or potential employer*) for the following information:

- The email address of your Employer's CBC account.
- If you are affiliated with a Department of Economic Security (DES) service provider, you will need:
 - The DES Division name
 - The Solicitation Number, Contract Number, or Provider ID.
- Confirmation if a DPS Fingerprint Clearance Card (FCC) is required for the position.

To view the Employment background check request form in Spanish, click the 3 lines icon in the upper right corner of the page. Then, select 'Spanish' on the language menu.

CREATE AND SUBMIT AN EMPLOYMENT REQUEST

After gathering the required employer information, login to the CBC and complete the following to create and submit an Employment Request:

- Click '[Requests](#)' in the upper right hand corner of the page.
- On the 'Employment' tile, click 'Continue'.
- On the [Employment Request Triage popup](#), enter the email address of your Employer's CBC account and click 'Continue'. **Note:** An error message will present if the email address entered does not match an existing CBC or DPS PSP employer account. Check the spelling and confirm with the employer that the email address is correct.
- If your FCC card is linked to your DPS PSP account, the CBC will retrieve the card information automatically. If you have not applied for an FCC card or have not linked it to your DPS PSP account, select 'Yes' for 'Is a Fingerprint Clearance Card (FCC) required for your employment?' question. After 'Yes' is selected, another popup presents.
 - Click the 'Continue to DPS PSP' option.
 - Follow the DPS PSP process to submit an application or link your FCC to your account.
 - Return to cbc.az.gov, login and click 'Services' in the upper right hand corner of the page.
- Complete the Acknowledgement, Your Information, Signature, and Form Review tabs on the Employment Request form. **Note:** To save and come back, click the 'Save' button at the bottom of any of the form pages. Your request will be moved to the [Draft Forms and Requests](#) section of your Dashboard.
 - [Acknowledgement](#)
 - Select the type of check you will be requesting.
 - Department of Child Safety (DCS) Check
Note: When DCS is checked, the APS source is automatically included.
 - Arizona Adult Protective Services (APS) Check

- Review the 'Purpose and Legal Authority'
 - Check the box 'I have read the statement above and agree to the terms therein.'
 - Click 'Continue'.
- [Your Information:](#)
 - Background Check Information
 - Date Employed: If you've started working, enter the date employed. Otherwise, leave blank.
 - Fingerprint Clearance Card Application Number.
 - Solicitation/Contract Number or Provider ID.
 - Employer Information: This section automatically fills in the information related to your employer's CBC account.
 - Requester Information: Your First Name, Middle Name, Last Name, Suffix (if applicable), and Date of Birth automatically fills in the information from your account profile. Enter your Social Security Number.
 - Previous Names, AKA or Aliases: Select 'Yes' or 'No' for 'Do you have any additional maiden names, previous names, AKAs or aliases including any recent name changes' question. If 'Yes', enter the First Name, Middle Name, Last Name, Suffix (if applicable) for **each** previous name, AKA or alias.
 - Click 'Add additional maiden name, previous name, AKA or alias' to enter more names.
 - If you have more than 10 names, check the box for 'I have other names that have not yet been provided.' Then, list the first, middle, and last name of any other names not yet provided.
 - Address Information:
 - Select 'Yes' or 'No' for 'Do you have a Physical Address?'
 - If 'Yes', enter the physical address, apartment/building number, city, state, and zip code.
 - If 'No', enter mailing address, apartment/building number, city, state, and zip code. Also, type a response for 'What is the reason you do not have a physical address?'
 - Select 'Yes' or 'No' for 'Have you lived at your current address for five (5) years or longer?' If 'No', enter the address, apartment/building number, city, state, zip code, date from and date to for **each** address lived at in the last 5 years. Click 'Add additional residence to enter more addresses.'
 - Additional information:
 - Select 'Yes' or 'No' for 'Are you currently the subject (not the victim) of an investigation of child abuse or child neglect in Arizona, or another state or jurisdiction?' If 'Yes', enter the following:
 - What was the allegation?
 - When was the allegation?
 - Where was the investigation? Provide the city and state.
 - Select 'Yes' or 'No' for 'Have you ever been the subject (not the victim) of an investigation of child abuse or child neglect in Arizona, or another state or jurisdiction that resulted in a substantiated (determined to have occurred) finding?' If 'Yes', enter the following:
 - What was the allegation?
 - When was the allegation?
 - Where was the investigation? Provide the city and state.

- Click 'Add Investigation' to enter more investigations.
 - Enter other applicable information for 'If you wish to provide additional information please use the space provided'. For example, if you have additional addresses or investigations that exceed the form limits, enter the details here. Do NOT list additional names here. Enter additional names in the Previous Names, AKA or Aliases section.
 - Click 'Continue'.
- [Signature](#):
 - Click the checkbox for Applicant Signature. **Note:** A signature is not required for an APS registry check.
 - Type your name in the Signature line. The name must match the name on the account Profile (*including middle name or initial and suffix*). **Note:** If your name has changed, enter your new name as an alias.
 - Click 'Continue'.
 - [Review](#): The review tab displays all of the form sections and the responses entered. Review the information to make sure it is accurate and complete.
 - To make edits, scroll to the top of the page and select the section in the progress bar (*Acknowledgement, Your Information, or Signature*).
 - Click 'Continue to My Order'.
- On the [My Order page](#)
 - Click 'Submit'. **Note:** If you are not ready to submit your request, click 'Save for Later' or you can click 'Delete' to delete the request.
 - Click the link for 'To view submitted requests or add additional employers to an employment request, navigate to your [dashboard](#).'

Once a background check request is submitted, it cannot be changed. If the background check has not been completed, you may cancel the request and submit another request. To cancel a request, see [Dashboard - Employment Request](#). To correct a date of birth on your background check after it has been completed, you must email: cbctechnicalsupport@azdes.gov.

ANNUAL EMPLOYMENT REQUESTS

The CBC requires a new employment background check request with updated information to be submitted at least once a year. The CBC will generate notifications 90 days in advance of the expiration of the current background check request. If a new request is not submitted by the due date, the background check will expire, and notification will be sent to the Employer and any connected Agency accounts. To submit a new employment background check, see [Create and Submit an Employment Request](#).

When another request is created, the CBC brings forward the information entered on the previous request:

- Add any new 'Previous names, AKA or Aliases'. **Note:** Names added on prior requests cannot be removed.
- If an address entered on a prior request is no longer within the last 5 years, click 'Remove this residence'.

DCS CENTRAL REGISTRY EXCEPTION

A Department of Child Safety (DCS) Central Registry Exception may be requested by the individual through the Arizona Board of Fingerprinting (AzBOF). Additional information can be found at <https://fingerprint.az.gov>.

When an exception has been granted, the DCS record is typically updated within one week. To generate an updated background check result report after an exception has been granted, [create and submit a new employment request](#).

Employment Request Page Examples

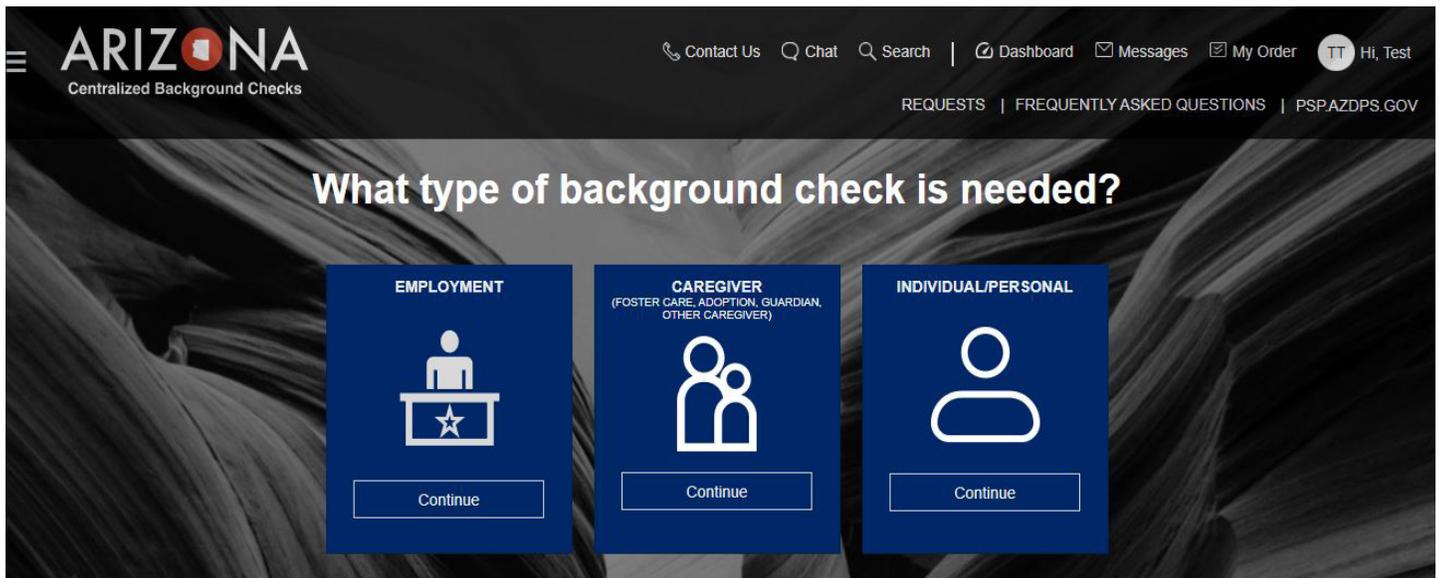


Figure 18. Requests Page



Figure 19. Language Menu Option

Employment Background Check Request

*Indicates required field.

Please enter the Employer's email address as registered with the Arizona Centralized Background Checks (CBC)

Enter employer's email*

Cancel

Continue

Figure 20. Employment Request Triage popup

Employment Background Check Request

*Indicates required field.

Please enter the Employer's email address as registered with the Arizona Centralized Background Checks (CBC)

Enter employer's email*

test@yopmail.com

Your employer does not have an account registered with the CBC under this email address. Please check the spelling of the email address and confirm with your employer that you have the correct email address.

Cancel

Continue

Figure 21. Error: Employer Account Not Found

Is a Fingerprint Clearance Card (FCC) required for your employment? Please confirm with your employer before continuing.



Figure 22. Error: FCC Triage Popup

Please continue to the Department of Public Safety (DPS) Public Services Portal (PSP) to apply for a Fingerprint Clearance Card or to link an existing card to your account.

Make sure to return to CBC.AZ.GOV once you have submitted the application or linked your fingerprint clearance card. You can find the link to the CBC on the home page of the DPS PSP in the upper right hand corner of the screen.

Cancel	Continue to DPS PSP
--------	---------------------

Figure 23. Apply for FCC with DPS Popup

Acknowledgement
Your Information
Signature
Review

Request Type

♥

What type of check will you be requesting? *

- Department of Child Safety (DCS) Check
- Arizona Adult Protective Services (APS) Check

Purpose and Legal Authority

You are required to complete this request because you have applied for a position that requires a search of the Arizona Department of Child Safety's (DCS) Child Abuse and Neglect Records (CPS/CR) and a Level 1 Fingerprint Clearance Card issued by the Department of Public Safety (DPS). Both are required by Arizona state law. Your information, upon submission by your employer, will be searched through the DCS Central Registry for Employment, and the DCS and DPS Fingerprint Clearance Card databases. Refer to A.R.S. § 8-804 and 45 CFR § 98.43.

The Arizona Adult Protective Services (APS) registry contains the name and date of birth of the person determined to have abused, neglected or exploited a vulnerable adult and the description of the allegation made. The purpose of the APS Registry is to prevent vulnerable adults and children from being victimized by individual who have been found, through an APS investigation and due process, to have abused, neglected or exploited a vulnerable adult. Refer to A.R.S. § 46-459.

Employers are encouraged to review the registry when deciding whether to employ to provide care for vulnerable populations. The decision to hire a person listed on the APS Registry is solely up to the employer.

I have read the statement(s) above and agree to the terms therein. *

Cancel

Save

Continue

Figure 24. Employment Request: Acknowledgement

Background Check Information



Date Employed

Solicitation/Contract Number or Provider ID *

Employer Name *
CBC Test Employer

Representative Name *
CBCEmployer CBCEmployer

Title *
HR

Mailing Address

Address *
123 Test Road

Suite

City *
Phoenix

State *
Arizona ▼

Zip *
85007

Phone Number *
(000)000-0000

Employer Email *

cbcemployer@yopmail.com

Requester Information

First Name *

Test

To change your legal name, please navigate to your account profile.

Middle Name *

I do not have a middle name

Last Name *

Test

Suffix

Date of Birth *

1/1/1970

Social Security Number *

I choose not to provide or I don't have one

Previous Names, AKAs or Aliases

Do you have any additional maiden names, previous names, AKAs or aliases including any recent name changes? *

Yes No

Please enter any maiden names, previous names, AKAs or aliases

First Name *

Middle Name *

I do not have middle name

Last Name *

Suffix

[ADD NAME: Add maiden name, previous name, AKA or alias](#)

Address Information

Do you have a Physical Address?

Yes No

Physical Address *

123 Test Road

Apt

City *

Phoenix

State *

Arizona 

Zip *

85007

Address Information

Do you have a Physical Address?

Yes No

Mailing Address *

Apt

City *

State *

Zip *

What is the reason you do not have a physical address? *

Have you lived at your current address for five (5) years or longer?

Yes No

Please list five (5) years of your residence history.

Address *	
Apt	
City *	
Country *	USA ▼
State *	▼
Zip *	
Date From *	Date To *

[Add additional residence](#)

Additional Information

Are you currently the SUBJECT (NOT THE VICTIM) of an investigation of abuse or neglect of a child or vulnerable adult in Arizona, or another state or jurisdiction? *

Yes No

Have you ever been the SUBJECT (NOT THE VICTIM) of an investigation of abuse or neglect of a child or vulnerable adult in Arizona, or another state or jurisdiction that resulted in a substantiated (determined to have occurred) finding? *

Yes No

What was the allegation? *

When was the investigation? *

Where was the investigation? *

Please provide the City and State

[+Additional investigation](#)

If you wish to provide additional information please use the space provided.

Do NOT list additional names in this field

Cancel

Save

Continue

Figure 25. Employment Request: Your Information

Acknowledgement Your Information Signature Review

Signature

Applicant Signature

By signing this form, I allow the Department of Child Safety to report final findings of any DCS investigation of abuse of a child or vulnerable adult for the Employer listed in this request. I attest under penalty of perjury, that the information provided is true, correct, and complete to the best of my knowledge and belief. I further understand the provision of false information or intentional misrepresentation of information on this form may result in disciplinary action. *

Signature *

Cancel Save Continue

Figure 26. Employment Request: Signature

The screenshot displays a multi-step form interface. At the top, a progress bar shows four stages: 'Acknowledgement' (checked), 'Your Information' (checked), 'Signature' (pencil icon), and 'Review' (empty circle). The 'Signature' section is active, featuring a red heart icon and a text box containing the message: 'This information is not relevant for your type of request, please continue to the next page.' At the bottom, there are three buttons: 'Cancel', 'Save', and 'Continue' (highlighted in dark blue).

Figure 27. Employment Request: APS Only – No Signature Needed



Privacy Act Statement



Request Type

What type of check will you be requesting? *

- Department of Child Safety (DCS) Check
- Arizona Adult Protective Services (APS) Check

Purpose and Legal Authority

You are required to complete this request because you have applied for a position that requires a search of the Arizona Department of Child Safety's (DCS) Child Abuse and Neglect Records (CPS/CR) and a Level 1 Fingerprint Clearance Card issued by the Department of Public Safety (DPS). Both are required by Arizona state law. Your information, upon submission by your employer, will be searched through the DCS Central Registry for Employment, and the DCS and DPS Fingerprint Clearance Card databases. Refer to A.R.S. § 8-804 and 45 CFR § 98.43.

The Arizona Adult Protective Services (APS) registry contains the name and date of birth of the person determined to have abused, neglected or exploited a vulnerable adult and the description of the allegation made. The purpose of the APS Registry is to prevent vulnerable adults and children from being victimized by individual who have been found, through an APS investigation and due process, to have abused, neglected or exploited a vulnerable adult. Refer to A.R.S. § 46-459.

Employers are encouraged to review the registry when deciding whether to employ to provide care for vulnerable populations. The decision to hire a person listed on the APS Registry is solely up to the employer.

I have read the statement(s) above and agree to the terms therein. *

Background Check Information

Date Employed



Fingerprint Clearance Card Application Number

Solicitation/Contract Number or Provider ID *

123289

Employer Information

Employer Name *	CBC Test Employer
Representative Name *	CBCEmployer CBCEmployer
Title *	HR
Mailing Address	
Address *	123 Test Road
Suite	
City *	Phoenix
State *	Arizona ▼
Zip *	85007
Phone Number *	(000)000-0000
Employer Email *	cbcemployer@yopmail.com

Requester Information

First Name *
Test

To change your legal name, please navigate to your account profile.

Middle Name * I do not have a middle name

Last Name *
Test

Suffix ▼

Date of Birth *
1/1/1970 

Social Security Number *
 I choose not to provide or I don't have one

Previous Names, AKAs or Aliases

Do you have any additional maiden names, previous names, AKAs or aliases including any recent name changes? *

Yes No

Address Information

Do you have a Physical Address?
 Yes No

Physical Address *
1789 W JEFFERSON ST

Apt

City *
PHOENIX

State *
Arizona ▼

Zip *
85007

Have you lived at your current address for five (5) years or longer?
 Yes No

Additional Information

Are you currently the SUBJECT (NOT THE VICTIM) of an investigation of abuse or neglect of a child or vulnerable adult in Arizona, or another state or jurisdiction? *

Yes No

Have you ever been the SUBJECT (NOT THE VICTIM) of an investigation of abuse or neglect of a child or vulnerable adult in Arizona, or another state or jurisdiction that resulted in a substantiated (determined to have occurred) finding? *

Yes No

If you wish to provide additional information please use the space provided.

Do NOT list additional names in this field

Signature

Applicant Signature

By signing this form, I allow the Department of Child Safety to report final findings of any DCS investigation of abuse of a child or vulnerable adult for the Employer listed in this request. I attest under penalty of perjury, that the information provided is true, correct, and complete to the best of my knowledge and belief. I further understand the provision of false information or intentional misrepresentation of information on this form may result in disciplinary action. *

Signature *

Test Test

To make edits, scroll to the top of this page and select the section in the progress bar.

Cancel

Save

Continue to My Order

Figure 28. Employment Request: Review

My Order

Background Check Requests

Item ↑	Item ↑		
Employment Background Check Request	\$0.00	Save for Later	Delete
Total	\$0.00		

Submit

Figure 29. Employment Request: My Order Page

CAREGIVER REQUEST

Submit a Caregiver background check request to become a **DCS** caregiver (*foster care, adoption, or guardian*).

Before starting a request, you will need:

- A completed CSO-3663 Affidavit for Individual/Caregiver Central Registry Request form ready to upload. The form must have a signature for every adult (*age 18 or older*) who lives in your home.
- English: https://dcs.az.gov/sites/default/files/DCS-Forms/CSO-3663_0.pdf
- Spanish: https://dcs.az.gov/sites/default/files/DCS-Forms/CSO-3663S_0.pdf
- The email address of your Agency's CBC account.
- The following information for each adult (*age 18 or older*) who lives in your home:
 - Name
 - Date of Birth
 - Social Security Number
 - [Fingerprint Clearance card Application Number](#). If the person does not already have a card or an application for a card, they must apply at: psp.azdps.gov
 - Other names used

CREATE AND SUBMIT A CAREGIVER REQUEST

After completing the CSO-3663 Affidavit for Individual/Caregiver Central Registry Request form, login to the CBC and complete the following to create and submit a Caregiver Request:

- Click 'Requests' in the upper right hand corner of the page.
- On the 'Caregiver tile, click 'Continue'.
- On the Caregiver Request Triage popups
 - On Affidavit popup, click 'Continue'.
 - On the Agency Account popup, enter the email address for your Agency's CBC account and click 'Continue'. **Note:** An error message will display if the email address entered does not match an existing CBC or DPS PSP Agency account. Check the spelling and confirm with the employer that the email address is correct.
- Complete the Acknowledgement, Your Information, Household Members, Documents and Signature, and Review tabs on the Caregiver Request form.
 - [Acknowledgement](#)
 - Select the type of check you will be requesting.
 - Department of Child Safety (DCS) Check
Note: When DCS is checked, the APS source is automatically included.
 - Arizona Adult Protective Services (APS) Check
 - Review the 'Purpose and Legal Authority'
 - Check the box 'I have read the statement above and agree to the terms therein'.
 - Click 'Continue'.
 - [Your Information:](#)
 - Agency/Employer Information: This section automatically fills in the information related to your agency's CBC account.

- Your Information:
 - Enter your First Name, Middle Name, Last Name, Suffix (*if applicable*), Date of Birth, and Social Security Number.
 - Enter your Fingerprint Clearance Card Application Number.
- Previous Names, AKA or Aliases: Select 'Yes' or 'No' for 'Do you have any additional maiden names, previous names, AKAs or aliases including any recent name changes' question. If 'Yes', enter the First Name, Middle Name, Last Name, Suffix (*if applicable*) for **each** previous name, AKA or alias.
 - Click 'Add additional maiden name, previous name, AKA or alias' to enter more names.
 - If you have more than 10 names, check the box for 'I have other names that have not yet been provided.' Then, list the first, middle, and last name of any other names not yet provided.
- Address Information:
 - Select 'Yes' or 'No' for 'Do you have a Physical Address?'
 - If 'Yes', enter the physical address, apartment/building number, city, state, and zip code.
 - If 'No', enter mailing address, apartment/building number, city, state, and zip code. Also, type a response for 'What is the reason you do not have a physical address?'
 - Select 'Yes' or 'No' for 'Have you lived at your current address for five (5) years or longer?' If 'No', enter the address, apartment/building number, city, state, zip code, date from and date to for **each** address lived at in the last 5 years. Click 'Add additional residence to enter more addresses.
- [Household Members](#):
 - Adult Household Members: Select 'Yes' or 'No' for 'Are there any other **adults** living in the home? Select 'Yes' if there are adults aged 18 or older living in the home. If 'Yes':
 - Enter the adult's First Name, Middle Name, Last Name, Suffix (*if applicable*), Date of Birth, Social Security Number, and [Fingerprint Clearance Card Application Number](#).
 - If the adult has other names, click 'ADD NAME: Add maiden name, previous name, AKA or alias'.
 - Enter the First Name, Middle Name, Last Name, Suffix (*if applicable*).
 - Click 'ADD NAME: Add maiden name, previous name, AKA or alias' to enter more names.
 - If you have more than 10 names, check the box for 'I have other names that have not yet been provided.' Then, list the first, middle, and last name of any other names not yet provided.
 - Click 'ADD ADULT' to enter the information for each additional adult living in the home.
 - Child Household Members: Select 'Yes' or 'No' for 'Are there any other children living in the home, including birth, adopted and any other minor children? If 'Yes', enter the child's First Name, Middle Name, Last Name, Suffix (*if applicable*), and Date of Birth.
 - Additional information: Enter other applicable information for 'If you wish to provide additional information please use the space provided'. For example, if you have additional addresses or investigations that exceed the form limits, enter the details here. Do NOT list additional names here. Enter additional names in the Previous Names, AKA or Aliases section.
 - Click 'Continue'.

- [Documents and Signature](#):
 - In the Documents section, click 'Upload'.
 - In the 'Upload Document' popup:
 - In the 'Document Type' field, select 'Affidavit for Individual or Caregiver Central Registry Request'.
 - Click 'Choose File', locate the Affidavit form on your computer and click 'Open'.
 - Click the 'Upload' button.
 - Click the checkbox for Applicant Signature and click 'Continue'.
- [Review](#): The review tab displays all of the form sections and the responses entered. Review the information to make sure it is accurate and complete.
 - To make edits, scroll to the top of the page and select the section in the progress bar (*Acknowledgement, Your Information, Household Members, or Documents and Signature*).
 - Click 'Continue to My Order'.
- On the My Order page
 - Click 'Submit'. **Note:** If you are not ready to submit your request, click 'Save for Later'.
 - Click the link for 'To view submitted requests or add additional employers to an employment request, navigate to your dashboard.'

Once a background check request is submitted, it cannot be changed. If the background check has not been completed, you may cancel the request and submit another request. To cancel a request, see [Dashboard Caregiver Request](#). To correct a date of birth on your background check after it has been completed, you must email: cbctechnicalsupport@azdes.gov.

If there has been a change in household members, and a Caregiver request is pending, cancel the pending request and submit a new request with the added/removed household member(s). If a Caregiver request has been completed, submit a new request with the added/removed household member(s).

Caregiver Request Page Examples

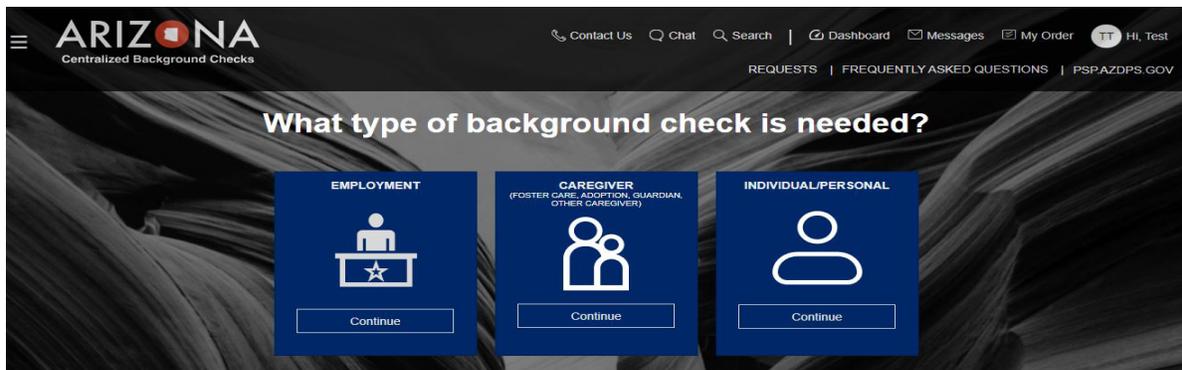


Figure 30. Requests Page

If you will be completing a check of the DCS Central Registry, then you will need to upload a notarized copy of the Affidavit for Individual or Caregiver Central Registry Request with your background check request. If you have not completed the Affidavit and had it notarized, please do so before starting the request. You may download the Affidavit form [here](#)

Para obtener la versión de Español de la declaración jurada, [opríma aquí](#)

Cancel	Continue
--------	----------

Figure 31. Caregiver Request Triage: Affidavit Form Required

Please enter the Agency's email address as registered with the Arizona Centralized Background Checks (CBC)

Enter agency's email*

Cancel

Continue

Figure 32. Caregiver Request Triage: Agency Account Email

Please enter the Agency's email address as registered with the
Arizona Centralized Background Checks (CBC)

Enter agency's email*

test@yopmail.com

Your agency does not have an account registered with the CBC under this email address. Please check the spelling of the email address and confirm with your agency that you have the correct email address.

Cancel

Continue

Figure 33. Error: Agency Account Not Found

You will need to provide the Fingerprint Clearance Card (FCC) Number or FCC Application Number for **ALL adult** household members. To apply for an FCC, click Apply for an FCC. If you already have an FCC application or card for each adult household member, please have the numbers handy before continuing.



Figure 34. FCC Required for All Adults

Please continue to the Department of Public Safety (DPS) Public Services Portal (PSP) to apply for a Fingerprint Clearance Card or to link an existing card to your account.

Make sure to return to CBC.AZ.GOV once you have submitted the application or linked your fingerprint clearance card. You can find the link to the CBC on the home page of the DPS PSP in the upper right hand corner of the screen.

Cancel	Continue to DPS PSP
--------	---------------------

Figure 35. Continue to DPS PSP for FCC

Acknowledgement Your Information Household Members Documents and Signature Review

Request Type

This request form is for Caregivers (example: Foster Care, Adoption, Guardian, Other Caregiver)

What type of check will you be requesting? *

- Department of Child Safety (DCS) Check
- Arizona Adult Protective Services (APS) Check

Purpose and Legal Authority

Department of Child Safety (DCS) records are confidential and can be released only to those individuals permitted by state (A.R.S. § 8-807) and federal law. This request is to be completed for all household members and requested information will be used to check the Child Safety Central Registry for any history of prior reports.

The Arizona Adult Protective Services (APS) registry contains the name and date of birth of the person determined to have abused, neglected or exploited a vulnerable adult and the description of the allegation made. The purpose of the APS Registry is to prevent vulnerable adults and children from being victimized by individuals who have been found, through an APS investigation and due process, to have abused, neglected or exploited a vulnerable adult. Refer to A.R.S. § 46-459.

I have read the statement(s) above and agree to the terms therein. *

Figure 36. Caregiver Request: Acknowledgement

Agency/Employer Information



Agency/Employer Name *
CBC Test Employer

Representative Name *
CBCEmployer CBCEmployer

Title *
HR

Mailing Address

Address *
123 Test Road

Suite

City *
Phoenix

State *
Arizona

Zip *
85007

Phone Number *
(000)000-0000

Agency/Employer Email *
cbcemployer@yopmail.com

Requester Information

First Name *	
Test	
Middle Name *	<input type="checkbox"/> I do not have a middle name
Last Name *	
Test	
Suffix	
Date of Birth *	
1/1/1970	
Social Security Number *	
<input type="checkbox"/> I choose not to provide or I don't have one	
Fingerprint Clearance Card Application Number *	

Previous Names, AKAs or Aliases

Do you have any additional maiden names, previous names, AKAs or aliases including any recent name changes? *

Yes No

Please enter any maiden names, previous names, AKAs or aliases

First Name *

Middle Name *

I do not have middle name

Last Name *

Suffix



[ADD NAME: Add maiden name, previous name, AKA or alias](#)

Household Address

Do you have a Physical Address?

Yes No

Physical Address *

134 Test Road

Apt

City *

PHOENIX

State *

Arizona

Zip *

85007

Have you lived at your current address for five (5) years or longer?

Yes No

Cancel

Save

Continue

Household Address

Do you have a Physical Address?

Yes No

Mailing Address *

Apt

City *

State *



Zip *

What is the reason you do not have a physical address? *

Have you lived at your current address for five (5) years or longer?

Yes No

Have you lived at your current address for five (5) years or longer?

Yes No

Please list five (5) years of your residence history.

Address *

Apt

City *

Country *
USA ▼

State * ▼

Zip *

Date From *  Date To * 

[Add additional residence](#)

Cancel Save Continue

Figure 37. Caregiver Request: Your Information

Acknowledgement Your Information Household Members Documents and Signature Review

Adult Household Members 

Are there any other adults living in the home? *

Yes No

Child Household Members

Are there any other children living in the home, including birth, adopted and any other minor children? *

Yes No

Additional Information

If you wish to provide additional information please use the space provided

Cancel Save Continue

Adult Household Members



Are there any other adults living in the home? *

Yes No

Please provide all of the adult household members

First Name *

Middle Name *

I do not have a middle name

Last Name *

Suffix

_____ 

Date of Birth *

_____ 

Social Security Number *

_____ 

I choose not to provide or I don't have one

Fingerprint Clearance Card Application Number *

Does this person have any additional maiden names, previous names, AKAs or aliases? *

Yes No

First Name *

Middle Name *

I do not have a middle name

Last Name *

Suffix

_____ ▼

[ADD NAME: add maiden name, previous name, AKA or alias](#)

[ADD ADULT](#)

Child Household Members

Are there any other children living in the home, including birth, adopted and any other minor children? *

Yes No

Please provide all of the children in the home. Adult children living in the home must be listed as an Other Adult above.

First Name *

Middle Name * I do not have a middle name

Last Name *

Suffix ▼

Date of Birth * 📅

[ADD CHILD](#)

Additional Information

If you wish to provide additional information please use the space provided

Figure 38. Caregiver Request: Documents and Signature

Acknowledgement Your Information Household Members Documents and Signature Review

Documents

You must provide a copy of the Affidavit for Individual or Caregiver Central Registry Request

Upload

Applicant Signature

I certify that all information provided is true and accurate to the best of my knowledge. By signing this document, I give permission to the states mentioned above to conduct a search of their Central Registry for Abuse/Neglect records and to release any and all information in its entirety to the Arizona Department of Child Safety. *

Signature *

Cancel **Save** **Continue**

Figure 39. Caregiver Request: Documents and Signature

Acknowledgement Your Information Household Members Documents and Signature Review

Applicant Signature 

This information is not relevant for your type of request, please continue to the next page.

Cancel Save Continue

Figure 40. Caregiver Request: APS Only – No Signature Needed



Upload screen

Document Type*

Affidavit for Individual or Caregiver Central Registry Request



Choose File

Choose a Document to Upload

The following document type extensions may be uploaded

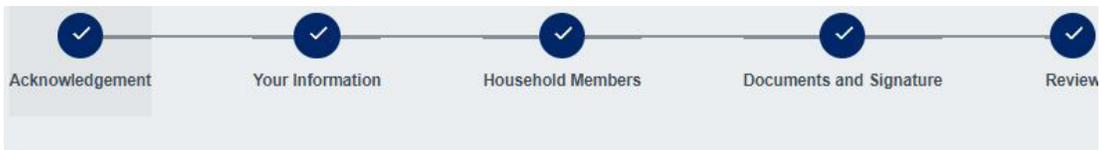
.jpg, .pdf, .xls, .xlsx, .png

Total size limit is 5 MB. 5 MB remaining.

Cancel

Upload

Figure 41. Caregiver Request: Upload Popup



Request Type



This request form is for Caregivers (example: Foster Care, Adoption, Guardian, Other Caregiver)

What type of check will you be requesting? *

- Department of Child Safety (DCS) Check
- Arizona Adult Protective Services (APS) Check

Purpose and Legal Authority

Department of Child Safety (DCS) records are confidential and can be released only to those individuals permitted by state (A.R.S. § 8-807) and federal law. This request is to be completed for all household members and requested information will be used to check the Child Safety Central Registry for any history of prior reports.

The Arizona Adult Protective Services (APS) registry contains the name and date of birth of the person determined to have abused, neglected or exploited a vulnerable adult and the description of the allegation made. The purpose of the APS Registry is to prevent vulnerable adults and children from being victimized by individuals who have been found, through an APS investigation and due process, to have abused, neglected or exploited a vulnerable adult. Refer to A.R.S. § 46-459.

- I have read the statement(s) above and agree to the terms therein. *

Requester Information

First Name *	
Test	
Middle Name *	<input checked="" type="checkbox"/> I do not have a middle name
Last Name *	
Test	
Suffix	▼
Date of Birth *	
1/1/1970	
Social Security Number *	
<input checked="" type="checkbox"/> I choose not to provide or I don't have one	
Fingerprint Clearance Card Application Number *	
123589	

Previous Names, AKAs or Aliases

Do you have any additional maiden names, previous names, AKAs or aliases including any recent name changes? *

Yes No

Agency/Employer Information

Agency/Employer Name *

CBC Test Employer

Representative Name *

CBCEmployer CBCEmployer

Title *

HR

Mailing Address

Address *

123 Test Road

Suite

City *

Phoenix

State *



Zip *

85007

Phone Number *

(000)000-0000

Agency/Employer Email *

cbcemployer@yopmail.com

Household Address

Do you have a Physical Address?

Yes No

Physical Address *

134 Test Road

Apt

City *

PHOENIX

State *

Arizona

Zip *

85007

Have you lived at your current address for five (5) years or longer?

Yes No

Adult Household Members

Are there any other adults living in the home? *

Yes No

Child Household Members

Are there any other children living in the home, including birth, adopted and any other minor children? *

Yes No

Additional Information

If you wish to provide additional information please use the space provided

Documents

You must provide a copy of the Affidavit for Individual or Caregiver Central Registry Request

File Name: CBC-1001A.pdf

Document Type: Affidavit for Individual or Caregiver Central
Registry Request

Applicant Signature

I certify that all information provided is true and accurate to the best of my knowledge. By signing this document, I give permission to the states mentioned above to conduct a search of their Central Registry for Abuse/Neglect records and to release any and all information in its entirety to the Arizona Department of Child Safety. *

Signature *

Test Test

To make edits, scroll to the top of this page and select the section in the progress bar.

Cancel

Save

Continue to My Order

Figure 42. Caregiver Request: Review

My Order

Background Check Requests

Item ↑

Item ↑

Caregiver Background Check Request

\$0.00

[Save for Later](#)

[Delete](#)

Total

\$0.00

Submit

Figure 43. Caregiver Request: My Order Page

LOCATE FCC APPLICATION FOR CAREGIVER REQUEST

A Fingerprint Clearance Card (FCC) Application Number is required to be entered on a Caregiver request for each adult household member aged 18 or older living in the home. If anyone has not applied for an FCC, proceed to psp.azdps.gov and apply. If any adult household member has applied for a card, but does not know the application number, complete one of the following:

- The person can login to their DPS PSP account at: psp.azdps.gov. Click 'Dashboard' in the upper right header. Then, the 'My Fingerprint Clearance Card Applications and Requests' section will display both the card number and application number.
- If the person has a card:
 - If it is an IVP card, the application number is printed on the card and the number starts with 'IVP'.
 - Go to: psp.azdps.gov
 - Click 'Continue' on the 'Fingerprint Clearance Card' tile.
 - Click 'Check the Status of the Card' and click 'Continue'.
 - Select 'Fingerprint Clearance Card Number' in the 'Enter your Search Criteria' field and click 'Search'. The search results will display both card number and application number.

Locate FCC Application Number Page Examples



STATE OF ARIZONA
DEPARTMENT OF PUBLIC SAFETY
Level One Fingerprint Clearance Card

Name: AZTESTEEEEEE A. AZTESTEEEEEE

Birth Date: 11/1/1991 **Issue Date:** 11/1/2016

M	190	6 00	BLK	GRY
Sex	Weight	Height	Eyes	Hair

Card Number: 4A01780029 **Expire Date:** 11/1/2022

IVPE007108

Figure 44. FCC Application Number on Card

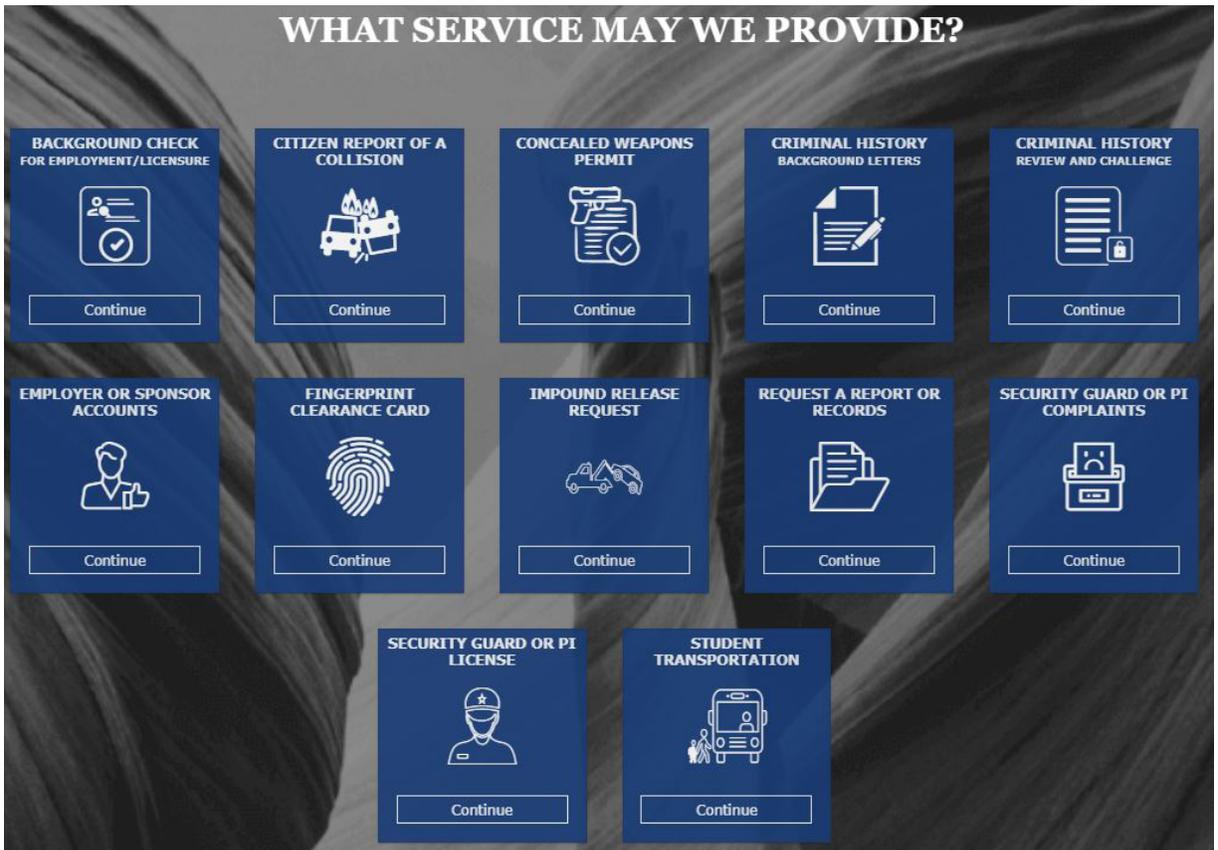


Figure 45. PSP Services

What action do you need to take?



Apply for a Card / Request a Replacement



Check the Status of the Card



Connect with My Employer's Account

Cancel

Continue

Figure 46. PSP Actions

Enter Your Search Criteria

Search by *

Fingerprint Clearance Card Number



Enter Card Number *

Cancel

Search

Figure 47. PSP FCC Search Criteria

Search Criteria	
Fingerprint Clearance Card Number	2023P01481

Search Results	
Application Number	P123456792
First Name	PATRICIA ELIZABETH
Last Name	TESTER
Card Type	Level One
Date Received	03/30/2023
Status	Valid
Card Number	2023P01481

Figure 48. PSP Search by FCC Card Number

INDIVIDUAL/PERSONAL REQUEST

Submit a Personal background check request only to check if you, as an individual, need to know if you are on the DCS Central Registry.

Before starting a request, you will need a signed and notarized CSO-3663 Affidavit for Individual/Caregiver Central Registry Request form ready to upload.

English: https://dcs.az.gov/sites/default/files/DCS-Forms/CSO-3663_0.pdf

Spanish: https://dcs.az.gov/sites/default/files/DCS-Forms/CSO-3663S_0.pdf

CREATE AND SUBMIT A PERSONAL REQUEST

After completing and notarizing the CSO-3663 Affidavit for Individual/Caregiver Central Registry Request form, login to the CBC and complete the following to create and submit a Personal Request:

- Click [‘Requests’](#) in the upper right hand corner of the page.
- On the ‘Personal’ tile, click ‘Continue’.
- On the [Personal Request Triage](#) popup, click ‘Continue’.
- Complete the Acknowledgement, Requester Information, Documents and Signature, and Review tabs on the Personal Request form:
 - [Acknowledgement](#):
 - Select the type of check you will be requesting.
 - Department of Child Safety (DCS) Check
Note: When DCS is checked, the APS source is automatically included.
 - Arizona Adult Protective Services (APS) Check
 - Review the ‘Purpose and Legal Authority’
 - Check the box ‘I have read the statement above and agree to the terms therein.’
 - Click ‘Continue’.
 - [Requester Information](#):
 - Requester Information: Enter your First Name, Middle Name, Last Name, Suffix (if applicable), Date of Birth, and Social Security Number.
 - Previous Names, AKA or Aliases: Select ‘Yes’ or ‘No’ for ‘Do you have any additional maiden names, previous names, AKAs or aliases including any recent name changes’ question. If ‘Yes’, enter the First Name, Middle Name, Last Name, Suffix (*if applicable*) for **each** previous name, AKA or alias.
 - Click ‘Add additional maiden name, previous name, AKA or alias’ to enter more names.
 - If you have more than 10 names, check the box for ‘I have other names that have not yet been provided.’ Then, list the first, middle, and last name of any other names not yet provided.
 - Address Information:
 - Select ‘Yes’ or ‘No’ for ‘Do you have a Physical Address?’
 - If ‘Yes’, enter the physical address, apartment/building number, city, state, and zip code.

- If 'No', enter mailing address, apartment/building number, city, state, and zip code. Also, type a response for 'What is the reason you do not have a physical address?'
 - Select 'Yes' or 'No' for 'Have you lived at your current address for five (5) years or longer?' If 'No', enter the address, apartment/building number, city, state, zip code, date from and date to for **each** address lived at in the last 5 years. Click 'Add additional residence to enter more addresses.'
 - Additional information: Enter other applicable information for 'If you wish to provide additional information please use the space provided'. For example, if you have additional addresses or investigations that exceed the form limits, enter the details here. Do NOT list additional names here. Enter additional names in the Previous Names, AKA or Aliases section.
 - Click 'Continue'.
 - [Documents and Signature](#):
 - In the Documents section, click 'Upload'.
 - In the 'Upload Document' popup:
 - In the 'Document Type' field, select 'Affidavit for Individual or Caregiver Central Registry Request'.
 - Click 'Choose File', locate the Affidavit form on your computer and click 'Open'.
 - Click the 'Upload' button.
 - Click the checkbox for Applicant Signature and click 'Continue'.
 - [Review](#): The review tab displays all the form sections and the responses entered. Review the information to make sure it is accurate and complete.
 - To make edits, scroll to the top of the page and select the section in the progress bar (*Acknowledgement, Requester Information, or Documents and Signature*).
 - Click 'Continue to My Order'.
- On the [My Order page](#)
 - Click 'Submit'. **Note:** If you are not ready to submit your request, click 'Save for Later'.
 - Click the link for 'To view submitted requests or add additional employers to an employment request, navigate to your [dashboard](#).'

Once a background check request is submitted, it cannot be changed. If the background check has not been completed, you may cancel the request and submit another request. To cancel a request, see [Dashboard Personal Request](#). To correct a date of birth on your background check after it has been completed, you must email: cbctechnicalsupport@azdes.gov.

Personal Request Page Examples

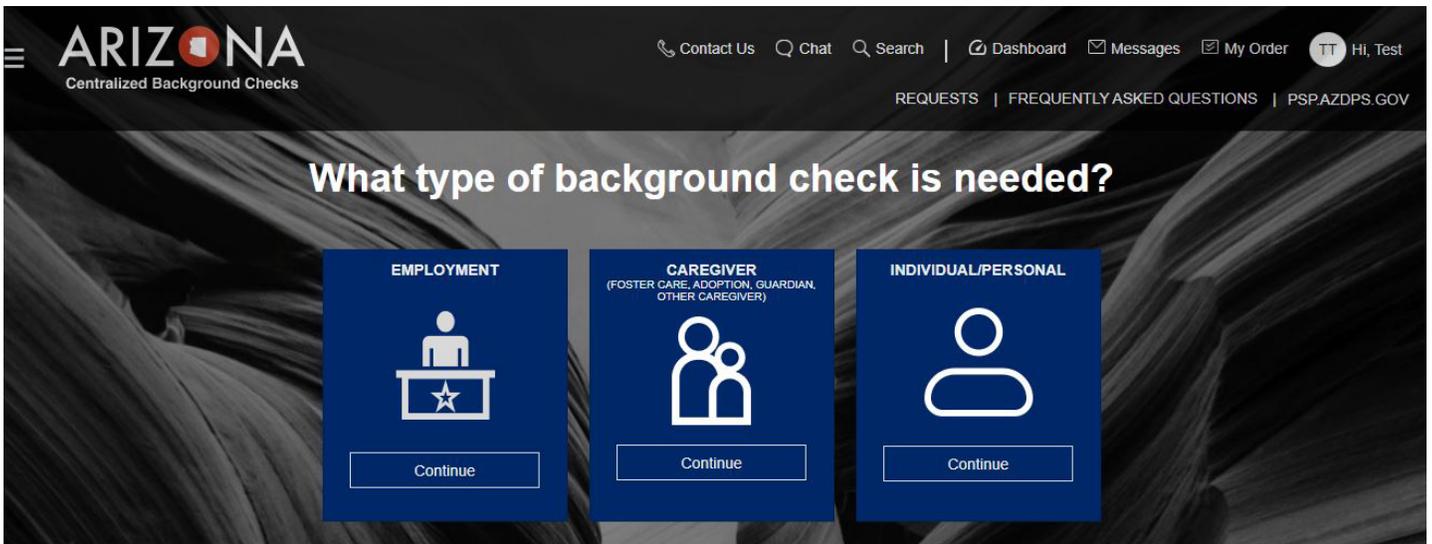


Figure 49. Requests Page

If you will be completing a check of the DCS Central Registry, then you will need to upload a notarized copy of the Affidavit for Individual or Caregiver Central Registry Request with your background check request. If you have not completed the Affidavit and had it notarized, please do so before starting the request. You may download the Affidavit form [here](#).

Para obtener la versión de Español de la declaración jurada, [oprima aquí](#)

Cancel

Continue

Figure 50. Personal Request Triage

Acknowledgement Your Information Documents and Signature Review

Request Type

What type of check will you be requesting? *

- Department of Child Safety (DCS) Check
- Arizona Adult Protective Services (APS) Check

Purpose and Legal Authority

Department of Child Safety (DCS) records are confidential and can be released only to those individuals permitted by state (A.R.S. § 8-807) and federal law. This request may be completed by individuals who need to know if they are on the DCS Central Registry. Note: The result of the request will only show if there is or is not a substantiated report on the DCS Central Registry.

The Arizona Adult Protective Services (APS) registry contains the name and date of birth of the person determined to have abused, neglected or exploited a vulnerable adult and the description of the allegation made. The purpose of the APS Registry is to prevent vulnerable adults and children from being victimized by individuals who have been found, through an APS investigation and due process, to have abused, neglected or exploited a vulnerable adult. Refer to A.R.S. § 46-459.

I have read the statement(s) above and agree to the terms therein. *

Figure 51. Personal Request Acknowledgement

Requester Information



First Name *
Test

Middle Name * I do not have a middle name

Last Name *
Test

Suffix ▼

Date of Birth *
1/1/1970

Social Security Number *

I choose not to provide or I don't have one

Previous Names, AKAs or Aliases

Do you have any additional maiden names, previous names, AKAs or aliases including any recent name changes? *

Yes No

Please enter any maiden names, previous names, AKAs or aliases

First Name *

Middle Name * I do not have middle name

Last Name *

Suffix ▼

[ADD NAME: Add maiden name, previous name, AKA or alias](#)

Address Information

Do you have a Physical Address?

Yes No

Mailing Address *

Apt

City *

State *



Zip *

What is the reason you do not have a physical address? *

Have you lived at your current address for five (5) years or longer?

Yes No

Please list five (5) years of your residence history.

Address *

Apt

City *

Country *

USA



State *



Zip *

Date From *



Date To *



[Add additional residence](#)

Additional Information

If you wish to provide additional information please use the space provided.

Do NOT list additional names in this field.

Cancel Save Continue

Figure 52. Personal Request Acknowledgement


 Acknowledgement


 Your Information


 Documents and Signature


 Review

Document ♥

You must provide a copy of the Affidavit for Individual or Caregiver Central Registry Request

File Name: CSO-3663_0.pdf ✕ Upload

Applicant Signature

Applicant Signature

I hereby certify under penalties of perjury that the answers given above are true and correct to the best of my knowledge and belief. By signing this document, I give permission to the states mentioned above to conduct a search of their Central Registry for Abuse/Neglect records and to release any and all information in its entirety to the Arizona Department of Child Safety.

Signature *

Test Test

Cancel

Save

Continue

Figure 53. Personal Request: Documents and Signature



Upload screen

Document Type*

Affidavit for Individual or Caregiver Central Registry Request



[Choose File](#)

Choose a Document to Upload

The following document type extensions may be uploaded
.jpg, .pdf, .xls, .xlsx, .png

Total size limit is 5 MB. 5 MB remaining.

Cancel

Upload

Figure 54. Personal Request: Upload Popup

The screenshot shows a four-step progress bar at the top: 'Acknowledgement' (checked), 'Your Information' (checked), 'Documents and Signature' (active), and 'Review' (empty). Below the progress bar is a white box with the title 'Document and Signature' and a red heart icon. A message box contains the text: 'This information is not relevant for your type of request, please continue to the next page.' At the bottom are three buttons: 'Cancel', 'Save', and 'Continue'.

Figure 55. Personal Request: APS Only – No Signature Needed

✓ Acknowledgement ✓ Your Information ✓ Documents and Signature ✓ Review

Request Type

What type of check will you be requesting? *

- Department of Child Safety (DCS) Check
- Arizona Adult Protective Services (APS) Check

Purpose and Legal Authority

Department of Child Safety (DCS) records are confidential and can be released only to those individuals permitted by state (A.R.S. § 8-807) and federal law. This request may be completed by individuals who need to know if they are on the DCS Central Registry. Note: The result of the request will only show if there is or is not a substantiated report on the DCS Central Registry.

The Arizona Adult Protective Services (APS) registry contains the name and date of birth of the person determined to have abused, neglected or exploited a vulnerable adult and the description of the allegation made. The purpose of the APS Registry is to prevent vulnerable adults and children from being victimized by individuals who have been found, through an APS investigation and due process, to have abused, neglected or exploited a vulnerable adult. Refer to A.R.S. § 46-459.

I have read the statement(s) above and agree to the terms therein. *

Requester Information

First Name *	
Test	
Middle Name *	<input checked="" type="checkbox"/> I do not have a middle name
Last Name *	
Test	
Suffix	
Date of Birth *	
1/1/1970	
Social Security Number *	
<input checked="" type="checkbox"/> I choose not to provide or I don't have one	

Previous Names, AKAs or Aliases

Do you have any additional maiden names, previous names, AKAs or aliases including any recent name changes? *

Yes No

Requester Information

First Name *
Test

Middle Name * I do not have a middle name

Last Name *
Test

Suffix ▼

Date of Birth *
1/1/1970

Social Security Number *
 I choose not to provide or I don't have one

Previous Names, AKAs or Aliases

Do you have any additional maiden names, previous names, AKAs or aliases including any recent name changes? *

Yes No

Document

You must provide a copy of the Affidavit for Individual or Caregiver Central Registry Request

File Name: CSO-3663_0.pdf Document Type: Affidavit for Individual or Caregiver Central Registry Request

Applicant Signature

Applicant Signature

I hereby certify under penalties of perjury that the answers given above are true and correct to the best of my knowledge and belief. By signing this document, I give permission to the states mentioned above to conduct a search of their Central Registry for Abuse/Neglect records and to release any and all information in its entirety to the Arizona Department of Child Safety.

Signature *
Test Test

To make edits, scroll to the top of this page and select the section in the progress bar.

Figure 56. Personal Request: Review

My Order

Background Check Requests

Item ↑	Item ↑		
Personal Background Check Request	\$0.00	Save for Later	Delete
Total	\$0.00		

Submit

Figure 57. Personal Request: My Order Page

DASHBOARD

Login to the CBC and click 'Dashboard' in the upper right header. The Dashboard has the following sections:

- Recent Notifications
- Draft Forms and Requests
- My Employment Requests
- My Caregiver Requests
- My Personal Requests
- My Fingerprint Clearance Card Applications and Requests

The Dashboard also includes the following menu options on the left:

- My Activity: Displays the dashboard sections where a request has been submitted.
- Message Center: Displays the inbox for CBC notifications.
- My Favorites: Displays requests where the heart icon in the upper right corner of the form was clicked.

DASHBOARD: RECENT NOTIFICATIONS

Individuals will receive the following automated notifications:

- Request submission confirmation
- Request cancelation confirmation
- Request returned for corrections
- Result report

The following additional notifications are sent for Employment requests:

- Annual employment registry check due or has expired
- Employment request expired due to name change

When the CBC generates a notification, an email is sent to the email address listed on the account to indicate a new message is available. The 'Recent Notifications' section of the Dashboard displays the **unread** messages generated by the CBC. This section includes a:

- Link to the Message Center to view all messages.
- List of unread messages and the following details:
 - Date: The date the CBC generated the notification.
 - From: arizona_centralized_background_checks@cbc.gov
 - Subject: Subject of the CBC notification.
 - Reference: The system generated Request ID is listed for reference.
 - Attachments: Link to download the result report.

Recent Notifications

Here you'll see all of your unread messages. Go to the [Message Center](#) to view all of your messages.

Date ↓	From ↑	Subject ↑	Reference ↑	Attachments ↑
03/10/2024	Arizona Centralized Background Checks (CBC)	Test_Test - No Match Results for Employment Registry Check	E000000730	
03/10/2024	Arizona Centralized Background Checks (CBC)	Test_Test - Confirmation of Employment Registry Check Reque...	E000000730	
03/10/2024	Arizona Centralized Background Checks (CBC)	Confirmation of Caregiver Registry Check Request Submission	C000000729	
03/10/2024	Arizona Centralized Background Checks (CBC)	Test_Test - No Match Results for Employment Registry Check	E000000728	
03/10/2024	Arizona Centralized Background Checks (CBC)	Test_Test - Confirmation of Employment Registry Check Reque...	E000000728	

1 – 5 of 5 | < > | Items per page: 10 ▼

Figure 58. Recent Notifications Page

DRAFT FORMS AND REQUESTS

The 'Draft Forms and Requests' section of the Dashboard displays:

- Background check requests started and saved for later (*not submitted*).
- Requests submitted but returned by the DCS Office of Licensing and Regulation (OLR) Background Check Unit for corrections.
- Draft forms/requests will be saved for 30 days from the creation date.

Draft forms and Requests

Here you'll see the saved forms and applications that you haven't submitted. These will be saved for 30 days from the creation date.

Creation Date ↓

Form Type ↑

0 of 0 |< < > >| Items per page: 10 ▼

[Delete Selected](#)

Figure 59. Draft Forms and Requests

DASHBOARD: EMPLOYMENT REQUEST

The [‘My Employment Requests’](#) section of the Dashboard only displays once an Employment background check request has been submitted. This section includes a:

- Link to view/add employers.
 - The ‘Connected Employer Details’ page displays listing the Representative Name and Email for each connected employer. To add an Employer:
 - Click [‘Add Employer’](#)
 - Enter the email address of the employer’s CBC or DPS PSP account.
 - Click ‘Continue’
 - The ‘Connected Employer Details’ page refreshes and displays the added employer.
 - To remove an Employer, contact them directly to request they remove their access to your employment background checks.
- List of submitted employment requests and the following information for each request.
 - Date Submitted: The date the individual clicked the ‘Submit’ button on the My Order page.
 - Request Number: System generated number used to track the request. The number includes a link to [view the sources](#) included in the background check.
 - APS Registry
 - DCS Central Registry
 - Status:
 - Submitted: The request has been submitted and is ready for processing.
 - In Process: The request is in process and results are typically completed within three business days.
 - Completed: The background check has been completed and the result report is available. Click the paperclip icon to view the result report(s).
 - Expired: The request has expired, and a new request is required for background checks. The result report for this request is still available. Click the paperclip icon to view the result report(s). [See Create and Submit an Employment Request](#) to start a new request.
 - Canceled: The request was submitted but canceled by the requestor prior to completion of the background check result report.
 - Note: A request may also be returned for corrections. If a request is returned, a notification will be sent indicating the reason for the return. The request will be available in the Draft Forms and Requests section of the Dashboard for Individuals.
 - Last Recheck: The CBC initiates periodic rechecks for employment requests and displays the date of the last recheck.
 - Last Record Found: Click to select and download the result report.
 - Action:
 - Cancel: If the status of the request is Submitted or In Progress, the Actions column will show “Cancel”. Click cancel to rescind the CBC background check request. The, click ‘Confirm’ on the popup ‘Confirm you want to cancel this request?’.
 - If the employer is associated with DES, this column displays a [Contract link](#) to view/ update the Solicitation Number, Contract Number, or Provider ID. The number entered on the employment request is listed. Up to five additional numbers can be added. **WARNING:** Confirm with your employer before making changes to existing numbers.
 - [Paperclip icon](#): Click to select and download the result report.

Dashboard Employment Request Page Examples

My Employment Requests

To see result report, click on the paperclip icon.
To see the connected employer details click [here](#).
To see the source(s) requested, click on the Request Number.

Date Submitted ↓	Request Number ↑	Status ↑	Last Recheck ↑	Last Record Found ↑	Action ↑	
03/10/2024	E000000730	Completed	03/11/2024	None	Contract	
03/10/2024	E000000728	Expired		None	Contract	

1 – 2 of 2 |< < > >| Items per page: 5 ▼

Figure 60. My Employment Requests

Connected Employer Details

To remove an employer you are no longer associated with, please use the email listed below to contact them directly.

Name ↓	Email ↑
CBCEmployer CBCEmployer	cbcemployer@yopmail.com

1 – 1 of 1 |< < > >| Items per page: 5 ▼

[Add Employer](#)

Cancel

Figure 61. View Connected Employers



Please enter the email address of the employer to whom you want to connect your account.

Employer Email Address*

Cancel

Continue

Figure 62. Add Employer



Sources Checked

- APS Registry
- DCS Central Registry

Figure 63. Sources Checked Popup



Figure 64. Attachments Popup



Please add/edit the Contract/Solicitation Number or Provider Id

Number/ID

1289412

[Edit](#)

[Add Another](#)

Close

Figure 65. Contract Popup

DASHBOARD: CAREGIVER REQUEST

The '[My Caregiver Requests](#)' section of the Dashboard only displays once a Caregiver background check request has been submitted. This section includes a:

- Submit an additional request for another agency.
- List of submitted caregiver requests and the following information for each request.
 - Date Submitted: The date the individual clicked the 'Submit' button on the My Order page.
 - Request Number: System generated number used to track the request. The number includes a link to [view the sources](#) included in the background check.
 - APS Registry
 - DCS Central Registry
 - Agency Name: The name listed on the account for the connected caregiver agency.
 - Status:
 - Submitted: The request has been submitted and is ready for processing.
 - In Process: The request is in process and results are typically completed within three business days.
 - Completed: The background check has been completed and the result report is available. Click the paperclip icon to view the result report(s).
 - Expired: The request has expired, and a new request is required for background checks. The result report for this request is still available. Click the paperclip icon to view the result report(s). See [Create and Submit a Caregiver Request](#) to start a new request.
 - Canceled: The request was submitted but canceled by the requestor prior to completion of the background check result report.
 - Note: A request may also be returned for corrections. If a request is returned, a notification will be sent indicating the reason for the return. The request will be available in the Draft Forms and Requests section of the Dashboard for Individuals.
 - Results: A clickable hyperlink displays. Click to select and download the result report.
 - Action: If the status of the request is Submitted or In Progress, the Actions column will show "Cancel". Click 'Cancel' to rescind the CBC background check request. The, click 'Confirm' on the popup 'Confirm you want to cancel this request?'
 - [Paperclip icon](#): Click to select and download the result report.

Dashboard Caregiver Request Page Examples



HELLO TEST!

Welcome to your Arizona Centralized Background Checks (CBC) Dashboard

My Activity

Message Center

My Favorites

Recent Notifications

Here you'll see all of your unread messages. Go to the [Message Center](#) to view all of your messages.

Date ↓	From ↑	Subject ↑	Reference ↑	Attachments ↑
03/11/2024	Arizona Centralized Background Checks (CBC)	Test_Test - No Match Results for Caregiver Registry Check	C000000729	
03/10/2024	Arizona Centralized Background Checks (CBC)	Test_Test - No Match Results for Employment Registry Check	E000000730	
03/10/2024	Arizona Centralized Background Checks (CBC)	Test_Test - Confirmation of Employment Registry Check Reque...	E000000730	
03/10/2024	Arizona Centralized Background Checks (CBC)	Confirmation of Caregiver Registry Check Request Submission	C000000729	
03/10/2024	Arizona Centralized Background Checks (CBC)	Test_Test - No Match Results for Employment Registry Check	E000000728	

1 – 5 of 5 | < > | Items per page: 10 ▼

 Chat with us

My Caregiver Requests

To see result report, click on the paperclip icon.
To submit an additional caregiver request for another agency, click [here](#).
To see the source(s) requested, click on the Request Number.

Date Submitted ↓	Request Number ↑	Agency Name ↑	Status ↑	Results ↑	Action ↑
03/10/2024	C000000729	CBC Test Employer	Completed	None	

1 – 1 of 1 | < > | Items per page: 5 ▼

Figure 66. My Caregiver Requests



Sources Checked

- APS Registry
- DCS Central Registry

Figure 67. Sources Checked Popup



Attachments

[InitialResults_03_11_2024_C000000729.pdf](#)

Figure 68. Attachments Popup

DASHBOARD: PERSONAL REQUEST

The [‘My Personal Requests’](#) section of the Dashboard only displays once a Personal background check request has been submitted. This section includes a:

- List of submitted caregiver requests and the following information for each request.
 - Date Submitted: The date the individual clicked the ‘Submit’ button on the My Order page.
 - Request Number: System generated number used to track the request. The number includes a link to [view the sources](#) included in the background check.
 - APS Registry
 - DCS Central Registry
 - Status:
 - Submitted: The request has been submitted and is ready for processing.
 - In Process: The request is in process and results are typically completed within three business days.
 - Completed: The background check has been completed and the result report is available. Click the paperclip icon to view the result report(s).
 - Expired: The request has expired, and a new request is required for background checks. The result report for this request is still available. Click the paperclip icon to view the result report(s). See [Create and Submit a Personal Request](#) to start a new request.
 - Canceled: The request was submitted but canceled by the requestor prior to completion of the background check result report.
 - Note: A request may also be returned for corrections. If a request is returned, a notification will be sent indicating the reason for the return. The request will be available in the Draft Forms and Requests section of the Dashboard for Individuals.
 - Results: A clickable hyperlink displays. Click to select and download the result report.
 - Action: If the status of the request is Submitted or In Progress, the Actions column will show “Cancel”. Click ‘Cancel’ to rescind the CBC background check request. The, click ‘Confirm’ on the popup ‘Confirm you want to cancel this request?’.
 - [Paperclip icon](#): Click to select and download the result report.

Dashboard Personal Request Page Examples



HELLO TEST!

Welcome to your Arizona Centralized Background Checks (CBC) Dashboard

My Activity

Message Center

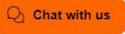
My Favorites

Recent Notifications

Here you'll see all of your unread messages. Go to the [Message Center](#) to view all of your messages.

Date ↓	From ↑	Subject ↑	Reference ↑	Attachments ↑
03/11/2024	Arizona Centralized Background Checks (CBC)	Test_Test - No Match Results for Caregiver Registry Check	C000000729	
03/10/2024	Arizona Centralized Background Checks (CBC)	Test_Test - No Match Results for Employment Registry Check	E000000730	
03/10/2024	Arizona Centralized Background Checks (CBC)	Test_Test - Confirmation of Employment Registry Check Reque...	E000000730	
03/10/2024	Arizona Centralized Background Checks (CBC)	Confirmation of Caregiver Registry Check Request Submission	C000000729	
03/10/2024	Arizona Centralized Background Checks (CBC)	Test_Test - No Match Results for Employment Registry Check	E000000728	

1 - 5 of 5 |< < > >| Items per page: 10 ▼

 Chat with us

My Personal Requests

To see the result report, click on the paperclip icon
To see the source(s) requested, click on the Request Number.

Date Submitted ↓	Request Number ↑	Status ↑	Result ↑	Action ↑
03/11/2024	I000000782	Completed	None	

1 - 1 of 1 |< < > >| Items per page: 5 ▼

Figure 69. My Personal Requests



Sources Checked

- APS Registry
- DCS Central Registry

Figure 70. Sources Checked Popup



Attachments

[InitialResults_03_11_2024_C000000729.pdf](#)

Figure 71. Attachments Popup

DASHBOARD: FINGERPRINT CLEARANCE CARD (FCC)

The 'My Fingerprint Clearance Card Applications and Requests' section of the Dashboard displays if an FCC application or card is linked to the DPS PSP account. This section includes a:

- A link 'To see the connected employer's details': Click the 'here' link.
- A list of applications and cards and the following information for each record:
 - Date Received
 - Application Number
 - Card Type
 - Invoice
 - Card Status
 - Card No
 - Decision Date
 - Expiration Date

Dashboard FCC Page Examples

My Fingerprint Clearance Card Applications and Requests

To see connected employers click [here](#)

Date Received ↓	Application Number ↑	Card Type ↑	Invoice ↑	Status ↑	Card No ↑	Decision Date ↑	Expiration Date ↑
3/12/2024	P024396575	Regular - New	Paid	In Process			

1 - 1 of 1 |< < > >| Items per page: 5 ▼

Figure 72. My Fingerprint Clearance Card Applications and Requests

Connected Employer Details

Name ↑	Email ↑
CBCEmployer CBCEmployer	cbcemployer@yopmail.com

+ [Link Employer](#)

Cancel

Figure 73. View Connected Employers



Please enter the email address of the employer to whom you want to connect your account.

Employer Email Address*

Cancel

Continue

Figure 74. Add Employer

MESSAGE CENTER

When the CBC generates a notification, an email is sent to the email address listed on the account to indicate a new message is available. The 'Message Center' contains the notifications generated by the CBC. Login to the CBC, click 'Messages' in the upper right header.

The Message Center includes:

- **Inbox:** List of all read (*un-bolded*) and unread (*bolded*) inbox messages and the following details:
 - **Date:** The date the CBC generated the notification.
 - **From:** arizona_centralized_background_checks@cbc.gov
 - **Subject:** Subject of the CBC notification.
 - **Reference:** The system generated Request ID is listed for reference.
 - **Attachments:** A paperclip icon displays if there is a result report to download. **Note:** Download and save each result report for your records.
- **Follow Up:** Click the checkbox next to one or more messages in the Inbox. The following options display:
 - **Delete:** Click the trash icon to delete the selected messages. Then, click 'Delete' to confirm: 'You are about to delete the selected message(s) from your inbox.' **Note:** The messages will no longer be displayed in the Message Center. However, they can be retrieved using the search option.
 - **Follow Up flag:** Click the flag icon to move the Inbox messages to the 'Follow Up' tab. Click the 'Follow Up' link to view the messages flagged for follow up. From the 'Follow Up' tab,
 - Click the checkbox next to one or more messages.
 - Click the trash icon to delete the selected messages OR
 - Click the flag icon to move the messages back to the Inbox
- **Search:**
 - To search by a date range, click the calendar icon. Then enter a 'Start Date' and 'End Date'.
 - For any other search, enter a value in "Type Something" and click the search icon.

Message Center

[Inbox](#) [Follow Up](#)

<input type="checkbox"/>	Date ↓	From ↑	Subject ↑	Request ↑	Attachments
<input type="checkbox"/>	03/06/2024	Arizona Centralized Background Checks (CBC)	Ticket, Cherwell - No Match Results for Individual/Personal Registr...	I000000596	
<input type="checkbox"/>	03/06/2024	Arizona Centralized Background Checks (CBC)	Confirmation of Individual/Personal Registry Check Re...	I000000596	
<input type="checkbox"/>	03/05/2024	Arizona Centralized Background Checks (CBC)	Ticket, Cherwell - No Match Results for Individual/Personal Registr...	I000000557	
<input type="checkbox"/>	03/05/2024	Arizona Centralized Background Checks (CBC)	Confirmation of Individual/Personal Registry Check Re...	I000000557	
<input type="checkbox"/>	02/06/2024	Arizona Centralized Background Checks (CBC)	Ticket, Cherwell - Match Results for Employment Regi...	E000000100	
<input type="checkbox"/>	02/06/2024	Arizona Centralized Background Checks (CBC)	null - Confirmation of Employment Registry Check Request Submis...	E000000100	

1 - 6 of 6 | < > | Items per page: 10 ▼

Figure 75. Inbox

Message Center

[Inbox](#) [Follow Up](#)

<input type="checkbox"/>	Date ↓	From ↑	Subject ↑	Request ↑	Attachments
<input checked="" type="checkbox"/>	03/06/2024	Arizona Centralized Background Checks (CBC)	Ticket, Cherwell - No Match Results for Individual/Personal Registr...	I000000596	
<input type="checkbox"/>	03/06/2024	Arizona Centralized Background Checks (CBC)	Confirmation of Individual/Personal Registry Check Re...	I000000596	
<input type="checkbox"/>	03/05/2024	Arizona Centralized Background Checks (CBC)	Ticket, Cherwell - No Match Results for Individual/Personal Registr...	I000000557	
<input type="checkbox"/>	03/05/2024	Arizona Centralized Background Checks (CBC)	Confirmation of Individual/Personal Registry Check Re...	I000000557	
<input type="checkbox"/>	02/06/2024	Arizona Centralized Background Checks (CBC)	Ticket, Cherwell - Match Results for Employment Regi...	E000000100	
<input type="checkbox"/>	02/06/2024	Arizona Centralized Background Checks (CBC)	null - Confirmation of Employment Registry Check Request Submis...	E000000100	

1 – 6 of 6 |< < > >| Items per page: 10 ▼



Figure 76. Delete and Follow Up Options

Message Center

[Inbox](#) [Follow Up](#)

<input type="checkbox"/>	Date ↓	From ↑	Subject ↑	Request ↑	Attachments
<input type="checkbox"/>	02/06/2024	Arizona Centralized Background Checks (CBC)	Ticket, Cherwell - Match Results for Employment Regi...	E000000100	

1 – 1 of 1 | < > | Items per page: 10 ▼

Figure 77. Delete and Remove Follow Up Options



Delete messages?

You are about to delete the selected message(s) from your Inbox.

Cancel

Delete

Figure 78. Delete Messages Popup

The image shows a search interface with three main components: a date range filter, a search input field, and a search button. The date range filter consists of two date pickers. The first is labeled "Start Date" and has a calendar icon to its left. Below it is a placeholder "MM/DD/YYYY". The second is labeled "End Date" and has a calendar icon to its left. Below it is a placeholder "MM/DD/YYYY". To the right of the date pickers is a search input field with the placeholder text "Type Something" and a blue search button with a magnifying glass icon to its right.

Figure 79. Search Options

NOTIFICATIONS

Click the link in the 'Subject' column for a notification you would like to view. Use the scroll bar on the right, if needed, to view the whole message. The options within the notification are:

- Click 'X' or 'Close' to return to the Inbox or Follow Up tab.
- Click the trash icon to delete the selected messages OR
- Click the flag icon to move the messages back to the Inbox

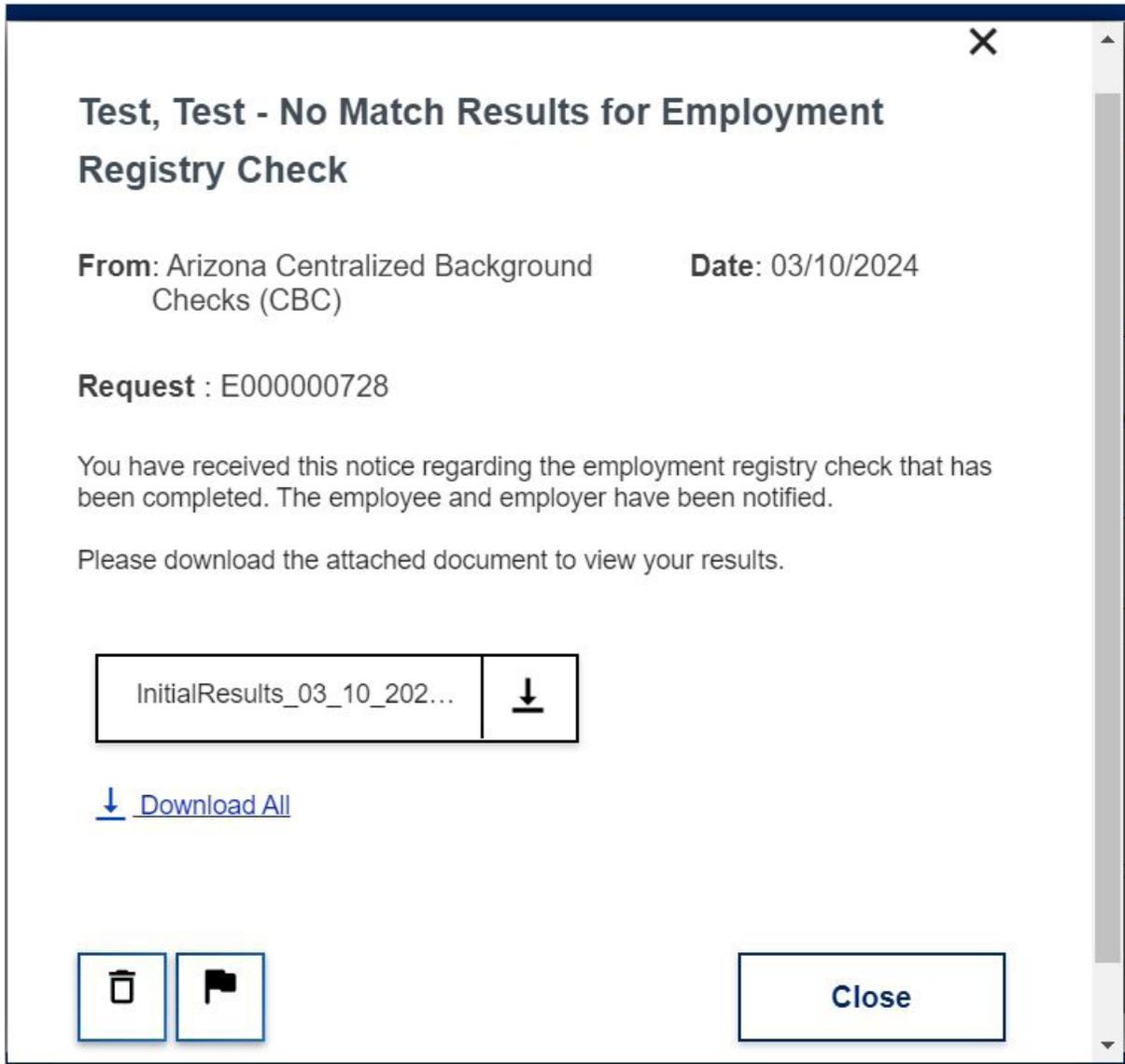


Figure 80. Example Notification

UPDATE PROFILE

The account profile is shared for the CBC and the DPS PSP portals. The profile includes the following information that can be updated. The information below can be updated from either the CBC or the DPS PSP except the name on the account. See Name Change.

- [Profile Information](#)
 - Name
 - Date of Birth
 - Email Address
 - Phone Numbers
- [Address](#)
 - Physical Address
 - Mailing Address
- [Security](#)
 - Password
 - Security Questions and Answers
- [Notifications \(On/Off\)](#)
 - Email
 - Text Messages: Not Available

To change the profile information:

- Login to the CBC and click the 'Hi <username>' link in the header.
- Select the 'Profile' option.
- Enter your account password and click 'Continue'.
- Select the applicable tab and enter the updates:
 - Profile Information
 - Address
 - Security
 - Notifications
- Click "Save Changes".

NAME CHANGE

If your account has any DPS PSP cards or applications (fingerprint clearance card, security guard/private investigator license, and/or student transportation certification/identification), the name change must be submitted through the [DPS PSP](#). Once DPS approves the name change request, the new name will display in the CBC profile.

If your name has changed and you have an employment background check, you must submit a new CBC employment request. If the name change is pending DPS approval, enter your new name as an alias on the employment request. For the signature page of the request, you must enter the current name from the account profile.

If you do not have any DPS PSP cards or applications, the name change can be submitted in the CBC as follows:

- Login to the CBC and click the 'Hi <username>' link in the header.
- Select the 'Profile' option.
- Click 'Update Name'.
- Change the Legal First Name, Middle Initial, and/or Legal Last Name.
- Click "Save Changes".

Update Profile Page Examples

Password Required

*Indicates required field.

To view this page, re-enter your password.

Password*

Cancel Continue

Figure 81. Update Profile: Enter Password

Profile Information

*Indicates required field.

Important: If you are making a name change, you must also submit a new background check request by clicking [here](#)

Update Name

Update Email or Phone

Legal First Name*

Test

Middle Initial

Legal Last Name*

Test

Date of Birth*

1/1/1970



MM/DD/YYYY

Email*

cbctest@yopmail.com

Phone Type

Mobile



Phone #

(000)000-0000

Phone Type

Home



Phone #

(000)000-0000

+ [Add another number](#)

Figure 82. User Profile: Profile Tab

[Profile](#) [Address](#) [Security](#) [Notification](#)

Address Information

Edit your address here:
*Indicates required field.

Update Address

Physical Address

Address*
134 Test Road

Apt

City*
PHOENIX

State* Zip Code*
AZ 85007

Mailing Address

Mailing is the same as Physical Address

Address*
134 Test Road

Apt

City*
PHOENIX

State* Zip Code*
AZ 85007

Figure 83. User Profile: Address Tab

Password and Security Questions

Update your Password and Security Questions here. All fields are required except for the ones marked as optional:

*Indicates required field.

Password

Update Password

Security Questions

Update Security Questions

Security Question #1 *

Who was your childhood hero?



Answer *

.....



Security Question #2 *

What was your childhood nickname?



Answer *

.....



Security Question #3 *

What was your dream job as a child?



Answer *

.....



Figure 84. User Profile: Security Tab

[Profile](#)

[Address](#)

[Security](#)

[Notification](#)

Notification Preferences

Control what notifications you receive from us.

Receive Email Notification

Receive Text Notification

Figure 85. User Profile: Notification Tab



Update your Profile Information?

You are about to update the Information associated with your Profile.
Do you want to save the changes made to your account?



Profile changed successfully.



Figure 86. User Profile: Update Confirmation

