



**Connecticut Department of Public Health  
ABCMS System User Manual**

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# ABCMS System User Manual

Applicant Background Check Management System (ABCMS) has been developed to assist long-term care (LTC) providers perform fingerprint-based background checks and registry checks in an efficient and effective manner, as required by State of Connecticut’s General Statute Section 19a-491c. Please refer to this link <http://www.cga.ct.gov/2012/sup/chap368v.htm> if you would like more information on the statutory requirements.

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# Chapter 1: ABCMS Getting Started

## Introduction

Welcome to the Background Check System User's Guide. This guide introduces you to the features of the ABCMS and provides detailed instructions for using the system.

The ABCMS is a web-based application that has been developed to assist long-term care (LTC) providers performs registry checks and process fingerprint-based background checks for applicants in an efficient and effective manner. The ABCMS also helps providers store applicant/employee records and print forms associated with these pre-employment checks.

**The following capabilities are available to providers on this easy-to-use, automated system:**

- Manage user accounts
- Update your provider information
- Add new applicants
- Complete registry checks for new applicants
- Print forms
- Connect to applications already in process for another provider
- Track applicant fingerprinting
- Track applications at various stages using the following lists: Not Yet Submitted, Determination In-Process and Determination Available
- Enter employment information (for both provisional and permanent employment)
- Track employees using the following lists: Provisional, Permanent and Separated
- Person Search
- Generate provider reports
- Reference – Fingerprint Locations, Federal Registry Contacts

# Log In to ABCMS

## Accessing the Applicant Background Check Management System

### Prerequisites

You will need Internet Explorer version 8.0 or higher for the system to run properly on your computer. The ABCMS website can be accessed through different browsers and tablets. You will need Adobe Acrobat to view and print system generated forms.

To access the system:

1. Enter ABCMS website [www.abcms.ct.gov](http://www.abcms.ct.gov) in your web browser.
2. Enter your **Username** and **Password** and click the **Login** button.

Your System Administrator will assign your **Username** and provide it to you. You will receive your initial system-generated **Password** via email.

**Login**

For assistance please contact ABCMS Help Desk at 860-509-8366 or email [dph.ABCMS@ct.gov](mailto:dph.ABCMS@ct.gov)

\* Username:

\* Password:  [Forgot Password](#)



Please refer to the State of Connecticut's General Statute Section 19a-491c for additional information at <http://www.cga.ct.gov/2012/sup/chap368v.htm>



**Note** Your **Username** is not case sensitive; your **Password** is case sensitive; therefore, take caution when typing in your **Password**.



**Note** If you are using cut and paste to insert your system generated **Password**, please ensure that you do not include any spaces before or after the **Password**. If you incorrectly enter your **Password** more than four times, you will be locked out of the ABCMS and will need your Administrator to re-enable your login account.

- If you are logging into the system for the first time, you will be prompted to change your **Password** and to select a **Security Question** and provide an answer to it.

Update Login Information

*\* Required*

\* Current Password:

\* New Password:

\* Confirm New Password:

\* Security Question:

\* Security Answer:

\* Confirm Security Answer:

**Password Rules**

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

**Note**

Answers to **Security Questions** are not case sensitive.

- If you are not logging into the system for the first time, the **Home** page will display.

DEPARTMENT OF PUBLIC HEALTH

Help | [My Account](#) | [Logout](#)

[Home](#) | [Applications](#) | [Employees](#) | [Search](#) | [Reports](#) | [Reference](#) | [Admin](#)

Home

Welcome to ABCMS!

The Applicant Background Check Management System (ABCMS) allows you to manage the screening of long term-care workers with direct patient access. The system will guide you through entering an applicant, conducting automated checks of public registries and initiating fingerprint-based criminal history checks.

Contact CT DPH ABCMS program staff at (860) 509-8366 or [dph.abcms@ct.gov](mailto:dph.abcms@ct.gov) if you need assistance.

**At a Glance**

Applications	Count
Not Yet Submitted By Provider	7
Not Yet Submitted By Provider > 10 Days	7
Eligibility Determination In Process	6
Eligibility Determination Complete	2
Determination Available and Action Needed (over 30 days old)	0
Applications Submitted But Fingerprints Not Completed	4
Determination Not Eligible Currently Employed	1
Employees	Count
Provisional Status Expiring (Within 5 Days)	0
Provisional Status Expired	1

**Important Messages**

**CT DPH will be closed on the following State holidays:**

- Thursday, January 1, 2015
- Monday, January 19, 2015
- Thursday, February 12, 2015
- Monday, February 16, 2015
- Friday, April 3, 2015
- Monday, May 25, 2015
- Friday, July 3, 2015
- Monday, September 7, 2015
- Monday, October 12, 2015
- Wednesday, November 11, 2015
- Thursday, November 26, 2015
- Friday, December 25, 2015

**Note**

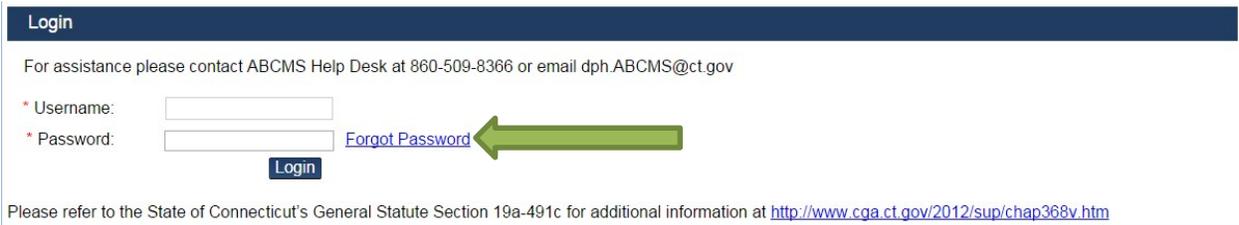
To change your login/security information at any time, go to the **My Account** link in the top right corner of each screen.

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## Forgot Password

In the event that you forget your **Password**, you may request a new **Password**.

1. From the **Login** screen, click **Forgot Password**. The **Forgot Password** screen appears.



The screenshot shows the 'Login' screen. At the top, there is a dark blue header with the word 'Login' in white. Below the header, there is a line of text: 'For assistance please contact ABCMS Help Desk at 860-509-8366 or email dph.ABCMS@ct.gov'. There are two input fields: '\* Username:' and '\* Password:'. To the right of the password field is a blue link labeled 'Forgot Password'. A green arrow points from the right towards the 'Forgot Password' link. Below the password field is a blue button labeled 'Login'. At the bottom of the screen, there is a line of text: 'Please refer to the State of Connecticut's General Statute Section 19a-491c for additional information at <http://www.cga.ct.gov/2012/sup/chap368v.htm>'.

2. Enter your **Username**, and then click **Next**. The Login screen appears with the message *Your password has been reset and emailed to [username@domain.com]*. You will receive a temporary **Password** and will be prompted to change it when you log into the system.

- 3.

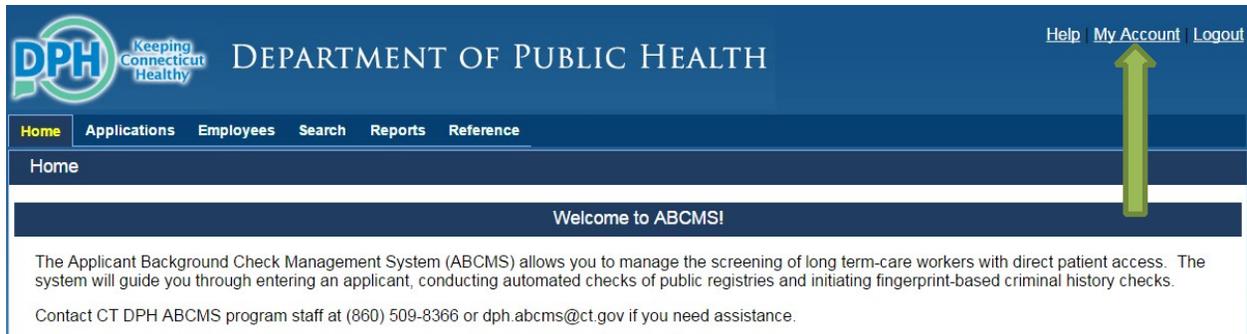


The screenshot shows the 'Forgot Password' screen. At the top, there is a dark blue header with the words 'Forgot Password' in white. Below the header, there is a line of text: 'Step 1'. There is one input field: '\* Username:'. Below the input field are two buttons: 'Cancel' and 'Next'. A green arrow points from the right towards the 'Next' button.

# Change Password

In the event that you want to change your **Password**, follow the below steps.

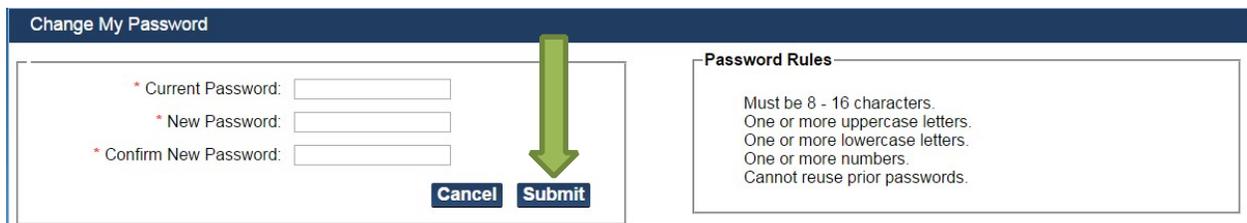
1. From the **Home** screen, click **My Account**.



2. From the **My Account** screen, click **Change My Password** button.



3. From the **Change My Password** screen, enter current password, new password and confirm new password and click **Submit** button

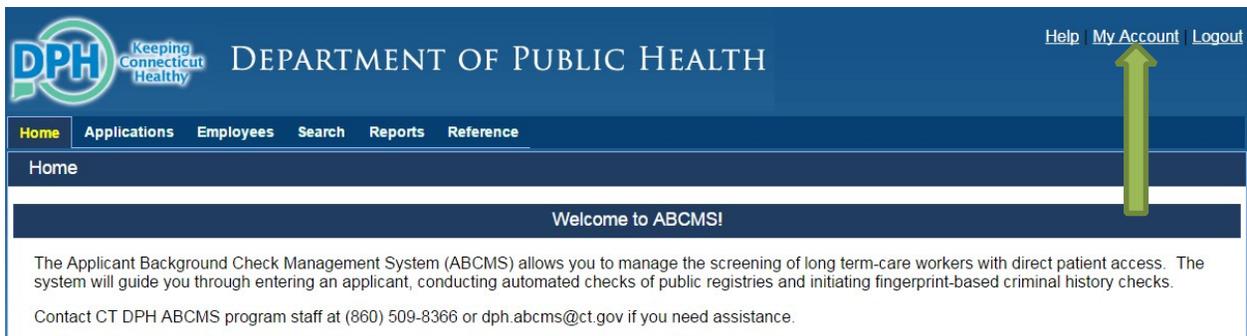


# Edit User Information

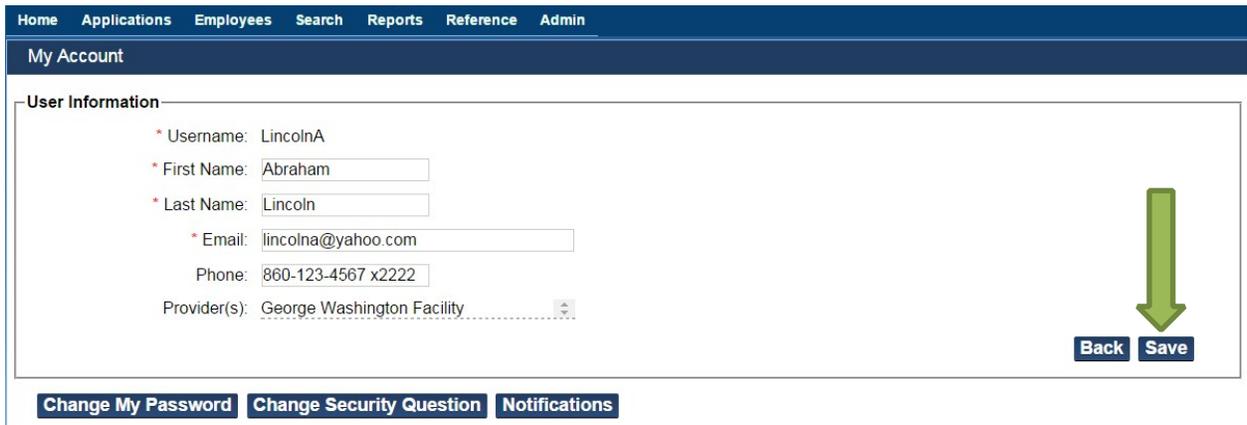
Editable Personal Info: First Name, Last Name, Email and Phone Number

In the event that you want to edit any of the above information

1. From the **Home** screen, click **My Account**.



2. Update your User Information (First Name, Last Name, Email and Phone Number) and click Save.



## Locked Out

If you incorrectly enter your **password** more than **four** times, you will be locked out of the ABCMS System and will need your Administrator to re-enable your login account.

1. When you enter the **username/password** incorrect more than four times a message *“The user account is locked or disabled”* will be displayed on the screen.

**Login**

For assistance please contact ABCMS Help Desk at 860-509-8366 or email [dph.ABCMS@ct.gov](mailto:dph.ABCMS@ct.gov)

**Warnings:**  
**The user account is locked or disabled.**

\* Username:

\* Password:  [Forgot Password](#)

Please refer to the State of Connecticut's General Statute Section 19a-491c for additional information at <http://www.cga.ct.gov/2012/sup/chap368v.htm>

2. After your Administrator **Enables** the user account you will receive an email associated with your user account titled *“CT-DPH Notification: User Account Unlocked”*
3. If you remember your existing **password**, you can use it to log on to ABCMS system. If you do not remember your **password**, click on **Forgot Password** button from the **login** Screen and follow the instructions to reset your **password** and have a new temporary **password** sent to your email address.

**Login**

For assistance please contact ABCMS Help Desk at 860-509-8366 or email [dph.ABCMS@ct.gov](mailto:dph.ABCMS@ct.gov)

\* Username:

\* Password:  [Forgot Password](#)

Please refer to the State of Connecticut's General Statute Section 19a-491c for additional information at <http://www.cga.ct.gov/2012/sup/chap368v.htm>

# [Chapter 2: Understanding the At a Glance Table](#)

## Overview

The At a Glance (AAG) table is found on the left side of the **Home** page after you log into the Applicant Background Check Management System (ABCMS). The AAG table shows you the records in the system that needs action. You can use the AAG table as a checklist of items to do. By clicking the hyperlinked number in the right-hand column, you can access the applications or employee records that need action.

The screenshot shows the ABCMS Home page. At the top, there is a navigation bar with links for Home, Applications, Employees, Search, Reports, Reference, and Admin. Below this is a 'Welcome to ABCMS!' message and a brief description of the system. The 'At a Glance' section contains a table with the following data:

Applications	
Not Yet Submitted By Provider	<a href="#">7</a>
Not Yet Submitted By Provider > 10 Days	<a href="#">7</a>
Eligibility Determination In Process	<a href="#">6</a>
Eligibility Determination Complete	<a href="#">2</a>
Determination Available and Action Needed (over 30 days old)	0
Applications Submitted But Fingerprints Not Completed	<a href="#">4</a>
Determination Not Eligible Currently Employed	<a href="#">1</a>
Employees	
Provisional Status Expiring (Within 5 Days)	0
Provisional Status Expired	<a href="#">1</a>

The 'Important Messages' section lists state holidays for 2015:

**CT DPH will be closed on the following State holidays:**

- Thursday, January 1, 2015
- Monday, January 19, 2015
- Thursday, February 12, 2015
- Monday, February 16, 2015
- Friday, April 3, 2015
- Monday, May 25, 2015
- Friday, July 3, 2015
- Monday, September 7, 2015
- Monday, October 12, 2015
- Wednesday, November 11, 2015
- Thursday, November 26, 2015
- Friday, December 25, 2015

# At a Glance Descriptions

Listed below is a complete set of AAG line items.

The screenshot shows the ABCMS system interface. At the top, there is a navigation bar with 'Home', 'Applications', 'Employees', 'Search', 'Reports', 'Reference', and 'Admin'. Below this is a 'Welcome to ABCMS!' message. A green arrow points to the 'At a Glance' section, which contains two tables: 'Applications' and 'Employees'. To the right of these tables is an 'Important Messages' section listing state holidays.

**At a Glance**

Applications	
Not Yet Submitted By Provider	7
Not Yet Submitted By Provider > 10 Days	7
Eligibility Determination In Process	6
Eligibility Determination Complete	2
Determination Available and Action Needed (over 30 days old)	0
Applications Submitted But Fingerprints Not Completed	4
Determination Not Eligible Currently Employed	1
Employees	
Provisional Status Expiring (Within 5 Days)	0
Provisional Status Expired	1

**Important Messages**

**CT DPH will be closed on the following State holidays:**

- Thursday, January 1, 2015
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- Friday, April 3, 2015
- Monday, May 25, 2015
- Friday, July 3, 2015
- Monday, September 7, 2015
- Monday, October 12, 2015
- Wednesday, November 11, 2015
- Thursday, November 26, 2015
- Friday, December 25, 2015

<b>Applications</b>	
<b>Not Yet Submitted By Provider</b>	Applications that have been started but have not yet been submitted by the provider user.
<b>Not Yet Submitted by Provider &gt; 10 Days</b>	Applications that have been in the Not Yet Submitted list for more than ten days.
<b>Eligibility Determination in Process</b>	Applications that have been submitted and are awaiting a determination.
<b>Eligibility Determination Complete</b>	Applications that have an available determination
<b>Determination Available and Action needed (over 30 days old)</b>	Applications that have an available determination that is over <b>30</b> days old and require a hiring decision.
<b>Applications Submitted but Fingerprints Not Completed</b>	Applications that have been submitted but for which fingerprints have not been taken. These applications could have determinations of Not Yet Submitted, In Process, or Ready for Determination.
<b>Determination Not Eligible Currently Employed</b>	Applications where the person is currently either provisionally or permanently employed with a fitness determination of Not Eligible. These applications need to either file an appeal or have their employment terminated immediately.

<b>Employees</b>	
<b>Provisional Status Expiring (Within 5 Days)</b>	Provisional employees whose provisional employment status is expiring within 5 days.
<b>Provisional Status Expired</b>	Provisional employees whose provisional status has expired. In general, these applications need to be permanently hired or have their employment terminated.

## Chapter 3: Working With and Managing Applications

### Overview

After an applicant's personal information is received, you may log into the Applicant Background Check Management System (ABCMS) and search for the applicant in applicable public registries. The applicant *must* be cleared in all required registries prior to fingerprinting and permanent employment.

Go to **Applications->Application Forms**. The **Static Forms** screen appears.



**Consent Form:** This form must be completed, signed, and dated by the applicant. By signing this form, the applicant consents to a fingerprint-based national background check.

**Fingerprinting Information Form:** To obtain personal and demographic information needed for fingerprinting. This form is filled out by the applicant.

## Searching for an Applicant in ABCMS

Before entering a new applicant into ABCMS, you must first search for the applicant. This ensures that there are no duplicate records. To do this:

1. Go to **Applications > Add New**. The **Search for Existing Profile** screen appears.

2. In the **SSN** field, enter the applicant’s social security number.
3. And then, either;
  - a. In the **Last Name** field, enter the last name of the applicant, OR
  - b. In the **Date of Birth** field, select the date of birth for the applicant from the calendar or enter the date in MM/DD/YYYY format.
4. Click **Search**. The results of the search appear. If the applicant exists in the system, their profile appears. If the applicant does not exist in the system, the message *this individual was not found in the background checking system* appears and you may continue with *Entering a New Applicant*.

## Entering a New Applicant

To enter a new applicant into ABCMS:

1. If the applicant does not appear in the search results, click **Add New Applicant**. The **Create Profile** screen appears.

Home
Applications
Employees
Search
Reports
Reference

Add New
|
Not Yet Submitted
|
Determination In-Process
|
Determination Available
|
Application Forms
|
Recent Documents

Applicant: Profile

**Personal and Demographic Information**

*\* Required*

<p>* First Name: <input type="text" value="Sarah"/></p> <p>Middle Name: <input type="text"/></p> <p>* Last Name: <input type="text" value="Tyler"/></p> <p>Suffix: <input type="text"/></p> <p><b>Permanent/Physical Address</b></p> <p>* Address Line 1: <input type="text" value="410 Capital Ave"/></p> <p>Address Line 2: <input type="text"/></p> <p>* City: <input type="text" value="Hartford"/></p> <p>* State: <input type="text" value="Connecticut"/></p> <p>* ZIP: <input type="text" value="06134"/></p> <p><b>Mailing Address</b> (Uncheck box to enter mailing address)</p> <p><input checked="" type="checkbox"/> Same as Permanent Address</p>	<p>* SSN: <input type="text" value="497-67-9797"/> This is an ITIN: <input type="text" value="No"/></p> <p>* Date of Birth: <input type="text" value="09/07/1990"/></p> <p>* Race: <input type="text" value="White"/></p> <p>* Gender: <input type="text" value="Female"/></p> <p>* Eye Color: <input type="text" value="Blue"/></p> <p>* Hair Color: <input type="text" value="Blonde or Straw"/></p> <p>* Height: <input type="text" value="5'7"/></p> <p>* Weight: <input type="text" value="120"/> lbs</p> <p>US Citizen: <input type="text"/></p> <p>* Place of Birth: <input type="text" value="US: Delaware"/></p> <p>Primary Phone: <input type="text"/></p> <p>Primary Phone Type: <input type="text"/></p> <p>Secondary Phone: <input type="text"/></p> <p>Secondary Phone Type: <input type="text"/></p> <p>Email Address: <input type="text"/></p>
---	--

Aliases/Prior Names (Includes all names by which an applicant is currently known or has been identified as)

This individual does not have any aliases entered.

[Add Alias](#)

Prior Addresses within the last 3 years

This individual does not have any prior addresses entered.

[Add Prior Address](#)

[Back](#)
[Next](#)

2. In the **Personal and Demographic Information** section, enter the information for the applicant. Data entered on the previous page cannot be changed.

Home
Applications
Employees
Search
Reports
Reference
Admin

Add New | 
 [Not Yet Submitted](#) | 
 [Determination In-Process](#) | 
 [Determination Available](#) | 
 [Application Forms](#) | 
 [Recent Documents](#)

**Applicant: Profile**

**Personal and Demographic Information**

*\* Required*

\* First Name:

Middle Name:

\* Last Name:

Suffix:

\* SSN:  This is an ITIN:  No

\* Date of Birth:

\* Race:

\* Gender:

\* Eye Color:

\* Hair Color:

\* Height:

\* Weight:  lbs

US Citizen:

\* Place of Birth:

Primary Phone:

Primary Phone Type:

Secondary Phone:

Secondary Phone Type:

Email Address:

**Permanent/Physical Address**

\* Address Line 1:

Address Line 2:

\* City:

\* State:

\* ZIP:

**Mailing Address** (Uncheck box to enter mailing address)

Same as Permanent Address

Aliases/Prior Names (Includes all names by which an applicant is currently known or has been identified as)

This individual does not have any aliases entered.

[Add Alias](#)

Prior Addresses within the last 3 years

Years	City	State
2013-2014	Miami	FL

[Add Prior Address](#)

Back
Next

- If the applicant's **Mailing Address** is different from their **Permanent Address** uncheck the box next to **Mailing Address** fill out the correct information.

**Mailing Address** (Uncheck box to enter mailing address)

Same as Permanent Address

\* Address Line 1:

Address Line 2:

\* City:

\* State:

\* ZIP:

County:

 Fields marked with an asterisk are required fields.

**Note**

4. If the applicant has a previous name (ex. a maiden name), you must enter this information in the **Alias/Prior Name** section:
  - a. Click **Add New** in the **Alias/Prior Name** section. The **Alias/Prior Name** dialog appears.

**Add Alias**

*At least one field must be entered*

First Name:  SSN:

Middle Name:  Date of Birth:

Last Name:



- b. Enter the applicant's alias information, then click **Save**.
5. If the applicant has lived in a different state, you will need to enter a prior address to allow registries from the other states to be included.
  - a. Click **Add New** in the **Prior Addresses** section. The **Prior Addresses** dialog appears.

**Add Prior Address**

*\* Required*

Prior address should be within the last 3 years

City:  \* State:

\* Year From:  \* Year To:



- b. Enter the applicant's previous address information, then click **Save**.
6. When you are finished adding the applicant's information, click **Next**. The **Enter PreEmployment Information** screen appears.

**Pre-Employment Information**

Sarah Tyler, XXX-XX-9797, 9/7/1990

**\* Required**

\* Provider: Training Provider 110

\* Position Category: Professional / Licensed Health Care

\* Position: Nurses Aide

\* Employee Type: Employee

Withdraw Save and Close
Back Next

- a. Select the category for the desired position from the **Position Category** drop down.
- b. Select the name of the desired position from the **Position** drop down.
- c. Select the **Employee Type** from the drop down.
- d. Click **Next**

**Pre-Employment Information**

Sarah Tyler, XXX-XX-9797, 9/7/1990

**\* Required**

\* Provider: Training Provider 110

\* Position Category: Professional / Licensed Health Care

\* Position: Nurses Aide

\* Employee Type: Employee

Withdraw Save and Close
Back Next



At this point in the process, you may save the application and continue at a later time by clicking **Save & Close**. To access a saved application, go to **Applications > Not Yet Submitted**.

**Note**

7. Click **Next**. The **Research Registries** screen appears.

<a href="#">Home</a>   <a href="#">Applications</a>   <a href="#">Employees</a>   <a href="#">Search</a>   <a href="#">Reports</a>   <a href="#">Reference</a>				
<a href="#">Add New</a>   <a href="#">Not Yet Submitted</a>   <a href="#">Determination In-Process</a>   <a href="#">Determination Available</a>   <a href="#">Application Forms</a>   <a href="#">Recent Documents</a>				
Applicant: Research Registries				
Sarah Tyler, XXX-XX-9797, 9/7/1990, Application #: 13651 No recorded aliases.				
Registry Name	Research Requirements	Research Results	Research Completed	Comments
<a href="#">CT Criminal Convictions Database</a>	Manual Search Required	<input type="text"/>		<input type="text"/> <a href="#">View (0)</a> <a href="#">Add</a>
<a href="#">CT Department of Social Services Administrative Actions</a>	Manual Search Required	<input type="text"/>		<input type="text"/> <a href="#">View (0)</a> <a href="#">Add</a>
<a href="#">CT Nurse Aide Registry</a>	Manual Search Required	<input type="text"/>		<input type="text"/> <a href="#">View (0)</a> <a href="#">Add</a>
<a href="#">CT Professional Licenses</a>	Manual Search Required	<input type="text"/>		<input type="text"/> <a href="#">View (0)</a> <a href="#">Add</a>
<a href="#">CT Sex Offender Registry</a>	Manual Search Required	<input type="text"/>		<input type="text"/> <a href="#">View (0)</a> <a href="#">Add</a>
<a href="#">System for Award Management (SAM) (LOEP)</a> Registry Checked On 09/11/2015	Automatch performed, no matches found	<input type="text"/>		<input type="text"/> <a href="#">View (0)</a> <a href="#">Add</a>
<a href="#">National Sex Offender Public Website</a>	Manual Search Required	<input type="text"/>		<input type="text"/> <a href="#">View (0)</a> <a href="#">Add</a>

The **Research Registries** screen displays the results of the applicant's registry search. The following results may display:

- For auto searches, if a registry has been searched and a match is *not* found, the **AutoMatch** button appears in the **Research Requirements** column with a "no matches found" message.
- For manual searches, if the registry has not been searched and a manual search is required, the phrase *Manual Search Required* appears in the **Research Requirements** column. Click a link in the **Registry Name** column to go to the registry site and perform a manual search.
- For manual searches, if you have completed the search by clicking the link, the updated results appear in the **Research Requirements** column.

 <b>Note</b>	<p>At this point in the process, you may withdraw an application by clicking <b>Withdraw</b>. Applications may be withdrawn for any reason, regardless of the registry results.</p>
--	---

8. For each registry, select a research registry result of **Cleared** or **Flagged for Review**.
  - If the applicant is cleared on all required registries, you may continue with the process.
  - If a registry reflects a conviction that may be disqualifying, Select **Flagged for Review**. Additional information (e.g., this might be a disqualifying crime) is required in the **Comments** field for the corresponding registry. Your comments will be visible in the **Comments** column for the corresponding registry.
  - If a registry is marked as *Flagged for Review*, then you must wait for DPH ABCMS Program Staff to review the registry check and determine whether the applicant should be marked as *Cleared*, *Not Cleared*, or *Information Not Disqualifying*.

 <b>Note</b>	<p>After DPH ABCMS Program Staff review the Flagged for Review registry, you will receive an email confirmation that the DPH review is complete. You may log in to ABCMS to view results.</p> <p>The record will be found in the <b>Not Yet Submitted</b> section.</p>
--	--

- If the applicant is **Not Cleared** on any required registry, you cannot continue with the hiring process. Click **Submit** to receive a Closed Confirmation screen.

9. (Optional) If you would like to search for the applicant in registries not listed, click **Research Registries Not Listed**. The **Optional Registries** dialog appears.

**Optional Registries**

John Tyler, XXX-XX-9797, 1/21/1972

---

*\* Required*

State:

\* Registry Name:

RegistryUrl:

- a. In the **State** drop down, select the state associated with the registry.
- b. In the **Registry Name** drop down, select the registry to add for the application. c. Click **Save**.

## Optional Registries

John Tyler, XXX-XX-9797, 1/21/1972

\* Required

State:

\* Registry Name:

RegistryUrl: <https://nhlicenses.nh.gov/MyLicenseVerification/Search.aspx>



10. When you have finished researching the registries, click **Next**. The **Applicant: Data Review** screen appears.

Home
Applications
Employees
Search
Reports
Reference

Add New
Not Yet Submitted
Determination In-Process
Determination Available
Application Forms
Recent Documents

Applicant: Research Registries

*John Tyler, XXX-XX-9797, 1/21/1972, Application #: 738*  
 Alias: Johnny Tyler, XXX-XX-9797

Registry Name	Research Requirements	Research Results	Research Completed	Comments
<a href="#">CT Criminal Convictions Database</a> <small>Registry Checked On 02/20/2015</small>	Manual Search Required	Cleared	02/20/2015	<input type="button" value="View (0)"/> <input type="button" value="Add"/>
<a href="#">CT Department of Social Services Administrative Actions</a> <small>Registry Checked On 02/20/2015</small>	Manual Search Required	Cleared	02/20/2015	<input type="button" value="View (0)"/> <input type="button" value="Add"/>
<a href="#">CT Nurse Aide Registry</a> <small>Registry Checked On 02/20/2015</small>	Manual Search Required	Cleared	02/20/2015	<input type="button" value="View (0)"/> <input type="button" value="Add"/>
<a href="#">CT Professional Licenses</a> <small>Registry Checked On 02/20/2015</small>	Manual Search Required	Cleared	02/20/2015	<input type="button" value="View (0)"/> <input type="button" value="Add"/>
<a href="#">CT Sex Offender Registry</a> <small>Registry Checked On 02/20/2015</small>	Manual Search Required	Cleared	02/20/2015	<input type="button" value="View (0)"/> <input type="button" value="Add"/>
<a href="#">CIG List of Excluded Individuals/Entities</a> <small>Registry Checked On 02/20/2015</small>	Automatch performed, no matches found <a href="#">Recheck Registry</a>	Cleared	02/20/2015	<input type="button" value="View (0)"/> <input type="button" value="Add"/>
<a href="#">National Sex Offender Public Website</a> <small>Registry Checked On 02/20/2015</small>	Manual Search Required	Cleared	02/20/2015	<input type="button" value="View (0)"/> <input type="button" value="Add"/>
<a href="#">MA Nurse Aide Registry</a> <small>Registry Checked On 02/20/2015</small>	Manual Search Recommended	Cleared	02/20/2015	<input type="button" value="View (0)"/> <input type="button" value="Add"/>
<a href="#">MA Professional Licenses</a> <small>Registry Checked On 02/20/2015</small>	Manual Search Recommended	Cleared	02/20/2015	<input type="button" value="View (0)"/> <input type="button" value="Add"/>
<a href="#">NH Nurse Aide Registry</a> <small>Registry Checked On 02/20/2015</small>	Manual Search User Added - User Added <a href="#">Remove</a>	Cleared	02/20/2015	<input type="button" value="View (0)"/> <input type="button" value="Add"/>

Research Registries Not Listed

Withdraw

Save and Close

Home
Applications
Employees
Search
Reports
Reference

Add New
Not Yet Submitted
Determination In-Process
Determination Available
Application Forms
Recent Documents

**Applicant: Data Review**

Profile
Pre-Employment
Registry Results

**Personal and Demographic Information**

First Name: Sarah	SSN: XXX-XX-9797 Is ITIN: No
Middle Name:	Date of Birth: 9/7/1990
Last Name: Tyler	Race: White
Suffix:	Gender: Female
	Eye Color: Blue
	Hair Color: Blonde or Strawberry
	Height: 5'7"
	Weight: 120
	Primary Phone:
	Secondary Phone:
	Email Address:

**Permanent Address**

Address Line 1: 410 Capital Ave	
Address Line 2:	
City: Hartford	
State: CT	
ZIP: 06134	
County:	

**Mailing Address**

Address Line 1: 410 Capital Ave	
Address Line 2:	
City: Hartford	
Mailing State: CT	
ZIP: 06134	
County:	

Aliases/Prior Names (Includes all names by which an applicant is currently known or has been identified as)

This individual does not have any aliases entered.

Prior Addresses within the last 3 years

Years	City	State
2013-2014	Miami	FL

Edit Applicant Profile

Withdraw
Save and Close

Back
Submit

11. When you have finished reviewing the Applicant's Profile, Pre-Employment and Registry Results click **Submit**.
12. The **Application Submitted Confirmation** screen appears.

<a href="#">Home</a>	<a href="#">Applications</a>	<a href="#">Employees</a>	<a href="#">Search</a>	<a href="#">Reports</a>	<a href="#">Reference</a>
<a href="#">Add New</a>	<a href="#">Not Yet Submitted</a>	<a href="#">Determination In-Process</a>	<a href="#">Determination Available</a>	<a href="#">Application Forms</a>	<a href="#">Recent Documents</a>
Applicant: Confirmation					
<b>Application Submitted Confirmation</b>					
Sarah Tyler, XXX-XX-9797, 9/7/1990, Application #: 13651					
<b>Application Status</b> Your application was successfully submitted. This applicant has completed the initial registry checks necessary for employment. Following fingerprinting, this applicant can be hired using the <a href="#">Determination In-Process</a> link above <a href="#">List of Fingerprint Sites</a>					
<b>Application Forms</b> <a href="#">Final Registry Results</a> Final Registry Results <a href="#">Fingerprint Authorization Form</a> Fingerprint Authorization Form					

13. **Final Registry Results:** If you would like to view the registry results on the applicant, click on this *Final Registry Results* link (in the **Applications Forms** section) to view this report. This is an automatically generated document and can be viewed later from Person Summary->Documents tab.
14. Select the link in the **Application Forms** section to print out the required **Fingerprinting Authorization Form:**
  - **Fingerprinting Authorization Form:** This form must be printed and signed by the applicant. Two copies of this form are automatically generated so that the provider retains one copy and gives the other copy to the applicant. By signing this form, the applicant consents to a fingerprint-based national background check. The applicant has 30 calendar days to get fingerprinted at one of the authorized Livescan locations.

## Managing Submitted Applications

After an application has been submitted, you may:

- View a submitted application
- View application details

### Viewing a Submitted Application

To view an application that has previously been submitted:

1. Go to **Applications > Determination in Process**. The **Applications: Determination In-Process** screen appears with all of the applications that are currently in this status.

Home Applications Employees Search Reports Reference Admin

Add New | Not Yet Submitted | Flagged For Review | **Determination In-Process** | Determination Available | Application Forms | Recent Documents

Applications: Determination In-Process

Enter Filter Options

Application #:  Provider: George Washington Facility

Last Name:

**Search**

2. In **Enter Filter Options**, enter your search criteria, and then click **Search**. The updated search results appear.

Home Applications Employees Search Reports Reference Admin

Add New | Not Yet Submitted | Flagged For Review | **Determination In-Process** | Determination Available | Application Forms | Recent Documents

Applications: Determination In-Process

Enter Filter Options

Application #:  Provider: George Washington Facility

Last Name:

**Search**

Results

Locked	App #	TCN	TCR	Provider	Last	First	SSN	Status	Status Date	Employment Status	Action
	605			George Washington Facility	Jefferson	Thomas	-3769	Applicant Data Sent	01/15/2015		<b>Withdraw</b>



If you are no longer interested in employing an applicant, you may withdraw an applicant by clicking **Withdraw** on the **Applications – Determination in Process** screen. Applications may be withdrawn for any reason, regardless of the registry results.

### Viewing Application Details

To view details on a submitted application:

1. Follow the steps in *viewing a Submitted Application*.
2. Click the corresponding link in the **Last** column. The **Person Summary** screen appears.

**Person Summary**

Thomas Jefferson, XXX-XX-3769, 8/28/1970  
 Current Eligibility Determination: Eligible for Employment - Valid Through 1/15/2018  
 Current Employment Status: Not Employed

Add New Application
Case Notes

Profile
Applications
Employment
Documents
History

**Personal and Demographic Information**

*\* Required*

<p>* First Name: Thomas</p> <p>Middle Name:</p> <p>* Last Name: Jefferson</p> <p>Suffix:</p>	<p>SSN: XXX-XX-3769 This is an ITIN: No</p> <p>* Date of Birth: 8/28/1970</p> <p>* Race: White</p> <p>* Gender: Male</p> <p>* Eye Color: Black</p> <p>* Hair Color: White</p> <p>* Height: 5'11"</p> <p>* Weight: 200 lbs</p> <p>US Citizen: Yes</p> <p>* Place of Birth: US: Massachusetts</p> <p>Primary Phone: 123-456-7890</p> <p>Primary Phone Type: Home</p> <p>Secondary Phone: 987-654-3210</p> <p>Secondary Phone Type: Work</p> <p>Email Address: Thomas.Jefferson@gmail.com</p>
--	--

**Permanent/Physical Address**

\* Address Line 1: 410 Capitol Ave

Address Line 2:

\* City: Hartford

\* State: Connecticut

\* ZIP: 06134

County: N/A

**Mailing Address**

Same as Permanent Address: No

\* Address Line 1: 410 Clinton Street

Address Line 2:

\* City: Berlin

\* State: Connecticut

\* ZIP: 06037

County: N/A

Edit

**Aliases/Prior Names (Includes all names by which an applicant is currently known or has been identified as)**

Last	First	Middle	SSN	DOB
Jefferson	Tom		XXX-XX-3769	

Add New

**Text-PriorAddresses**

Years	City	State
2011-2014	Braintree	MA

Add New

From the **Person Summary** screen, you may view and manage:

- Application Information
- Employment Information
- Relevant Documents
- Case Notes

For more details on the **Person Summary** screen, see *Understanding Search Results*.

## Viewing an Available Determination

After a criminal history determination has been made, you will receive an email notification. To view the results of the determination:

1. Go to **Applications > Determination Available**. The **Applications: Determination Available** screen appears with all of the applications that are currently in this status.
2. In **Enter Filter Options**, enter your search criteria, and then click **Search**. The search results appear.

3. Click **Hire** to hire an eligible applicant, click **Terminate** to terminate a provisional employee that is not eligible, or click **Close Without Hiring** to end the application process for the applicant.

Locked App # - Type	Provider	Last	First	SSN	Determination	Determination Date	Employment Status	Appeal Info	Actions
605	George Washington Facility	Jefferson	Thomas	-3769	Eligible	01/15/2015	Hire		Close Without Hiring

4. (Optional) To view details on the application and determination, click the corresponding link in the **Last** column. The **Person Summary** screen appears.

**Person Summary**

Thomas Jefferson, XXX-XX-3769, 8/28/1970  
 Current Eligibility Determination: Eligible for Employment - Valid Through 1/15/2018  
 Current Employment Status: Not Employed

Add New Application
Case Notes

Profile
Applications
Employment
Documents
History

**Personal and Demographic Information**

*\* Required*

<p>* First Name: Thomas</p> <p>Middle Name:</p> <p>* Last Name: Jefferson</p> <p>Suffix:</p>	<p>SSN: XXX-XX-3769 This is an ITIN: No</p> <p>* Date of Birth: 8/28/1970</p> <p>* Race: White</p> <p>* Gender: Male</p> <p>* Eye Color: Black</p> <p>* Hair Color: White</p> <p>* Height: 5'11"</p> <p>* Weight: 200 lbs</p> <p>US Citizen: Yes</p> <p>* Place of Birth: US: Massachusetts</p> <p>Primary Phone: 123-456-7890</p> <p>Primary Phone Type: Home</p> <p>Secondary Phone: 987-654-3210</p> <p>Secondary Phone Type: Work</p> <p>Email Address: Thomas.Jefferson@gmail.com</p>
--	--

**Permanent/Physical Address**

\* Address Line 1: 410 Capitol Ave

Address Line 2:

\* City: Hartford

\* State: Connecticut

\* ZIP: 06134

County: N/A

**Mailing Address**

Same as Permanent Address: No

\* Address Line 1: 410 Clinton Street

Address Line 2:

\* City: Berlin

\* State: Connecticut

\* ZIP: 06037

County: N/A

Edit

**Aliases/Prior Names (Includes all names by which an applicant is currently known or has been identified as)**

Last	First	Middle	SSN	DOB
Jefferson	Tom		XXX-XX-3769	

Add New

**Text-PriorAddresses**

Years	City	State
2011-2014	Braintree	MA

Add New

## Adding Notes to an Application

ABCMS allows you to add notes to an application by performing the following:

1. Follow the instructions for *Searching for an Applicant in ABCMS*
2. From the **Applications** tab, click **Notes** link in **Actions** column for an application.

The screenshot shows the ABCMS interface with the 'Applications' tab selected. The 'Person Summary' section displays information for John Tyler, including his ID (XXX-XX-9797), date of birth (1/21/1972), and current status (In Process). Below this, there are tabs for Profile, Applications, Employment, Documents, and History. The 'Background Check #' is 100710 (Fingerprint Based). A table shows the process started determination status, with a date of 2/20/2015 and a status of 'In Process - 2/20/2015'. Below this, a table titled 'Applications Associated with this Background Check' lists application details. A green arrow points to the 'Notes' link in the 'Actions' column of the first application row.

Application # - Type	Application Status - Status Date	Provider	Position	License Type - #	Documents	Actions
738	Submitted - 2/20/2015	dph.ABCMS Long Term Care Hospital	Nurses Aide		Final Registry Results Fingerprint Authorization Form	Notes

3. The **Application Notes** screen appears. In **Notes**, enter any information relevant to the application, then click **Save**.

The 'Application Notes' screen displays the applicant's information: Thomas Jefferson, XXX-XX-3769, 8/28/1970, Application #: 739. Below this is a section titled 'Add Application Note' with a text input field labeled '\* Note:'. At the bottom right, there are 'Cancel' and 'Save' buttons.

Note History - Application # 739

# Chapter 4: Hiring Decision and Managing Employee Records

## Introduction

Providers are required to record hiring decisions in the background check system. Hiring decisions should be recorded for both provisional and permanent employees.

## Managing Employment for Applicants

### Hire Applicant as Provisional Employee

1. Click on **Applications > Determinations In-Process**. Then, click **Hire Provisionally** from the Employment Status column. The **Hire** screen displays.

The screenshot shows the ABCMS system interface. At the top, there is a navigation menu with options: Home, Applications (highlighted), Employees, Search, Reports, Reference, and Admin. Below the menu, there are links for 'Add New', 'Not Yet Submitted', 'Flagged For Review', 'Determination In-Process' (highlighted), 'Determination Available', 'Application Forms', and 'Recent Documents'. The main heading is 'Applications: Determination In-Process'.

Under 'Enter Filter Options', there are input fields for 'Application #', 'Last Name' (with 'Madison' entered), and a dropdown for 'Provider' (with 'George Washington Facility' selected). A 'Search' button is located to the right.

The 'Results' section contains a table with the following data:

Locked	App #	TCN	TCR	Provider	Last	First	SSN	Status	Status Date	Emp. Status	Action
	696	tcn100675		George Washington Facility	Madison	James	-5788	Fingerprints Taken - 1st TCN: tcn100675	01/23/2015	Hire Provisionally	Withdraw

A green arrow points to the 'Hire Provisionally' button in the 'Emp. Status' column of the first row.

2. Enter the Provisional Hire Date and click Save.

**Hire**

James Madison, 547-78-5788, 1/1/1970

*\* Required*

Employment Status: Provisional

\* Provider:

\* Position Category:

\* Position:

\* Employee Type:

\* Provisional Hire Date:

3. Employee Status column is updated with **Provisional Employee** status after the provisional hire. If you want to terminate employment click **Terminate Employment** in the Employment Status column.

Home Applications Employees Search Reports Reference Admin

Add New | Not Yet Submitted | Flagged For Review | **Determination In-Process** | Determination Available | Application Forms | Recent Documents

Applications: Determination In-Process

Enter Filter Options

Application #:  Provider:

Last Name:

Results

Locked	App #	TCN	TCR	Provider	Last	First	SSN	Status	Status Date	Employment Status	Action
	696	tcn100675		George Washington Facility	<a href="#">Madison</a>	James	-5788	Fingerprints Taken - 1st TCN: tcn100675	01/23/2015	Provisional Employee	Terminate Employment

## Hire Applicant as Permanent Employee

After a criminal history determination has been made, you can view the results of the determination in **Determination Available** Page

1. Click on **Applications > Determinations Available**. Then, click **Hire** from the Employment Status column. The **Hire** screen displays.

Home Applications Employees Search Reports Reference Admin

Add New | Not Yet Submitted | Determination In-Process | **Determination Available** | Application Forms | Recent Documents

Applications: Determination Available

Enter Filter Options

Application #:  Provider: George Washington Facility

Last Name: Jefferson

Determination Date:  to  Determination:

Employment:

Results

Locked App # - Type	Provider	Last	First	SSN	Determination	Determination Date	Emplo. Status	Appeal Info	Actions
740	George Washington Facility	Jefferson	Thomas	-3769	Eligible	01/15/2015	<input type="button" value="Hire"/>		<input type="button" value="Close Without Hiring"/>

2. Enter the **Hire Date** and click Save.

Hire

Thomas Jefferson, XXX-XX-3769, 8/28/1970

*\* Required*

Employment Status: Permanent

\* Provider: George Washington Facility

\* Position Category: Technical, Unlicensed Health Care

\* Position: Nurses Aide

\* Employee Type: Employee

\* Hire Date: 02/20/2015

## Managing Employment for Provisional Employees

In some circumstances, you may decide to provisionally hire an applicant while waiting for the fitness determination result. This applicant will appear as a provisional employee in ABCMS. Applicants may be hired on a provisional basis for 60 days. After this time period has expired, the provisional employee must be terminated or hired as a permanent employee.

## View Provisional Employees

To view a list of your provisional employees:

1. Go to **Employees > Provisional** on the navigation bar. The **Employees: Provisional** screen appears.

Home Applications **Employees** Search Reports Reference Admin

Provisional Permanent Roster Verification Separated New Background Check Needed

Employees: Provisional

Enter Search Criteria

Position Category:  Hire Date:  to

Position:

Last Name:  Provider:

**Search**

2. Click the **Search** button to see a list of all your provisional employees or search for a specific employee using entering information in the search criteria and then clicking the **Search** button.

Employees: Provisional

Enter Search Criteria

Position Category:  Hire Date:  to

Position:

Last Name:  Provider:

**Search**

Results

Provider	Last Name	First Name	Position	Hire Date	Total Days in Provisional	Days Remaining in Action
George Washington Facility	<a href="#">Madison</a>	James	Nurses Aide	01/23/2015	0	60 <a href="#">Edit</a>

**Print**

## Hire Provisional Employee as Permanent Employee

1. Click on **Applications > Determinations Available**. Then, click **Convert to Permanent** from the Employment Status column. (**Convert to Permanent** displays for applicants already hired as provisional employees that receive an Eligible determination.) The **Hire** screen displays.

Home Applications Employees Search Reports Reference Admin

Add New | Not Yet Submitted | Flagged For Review | Determination In-Process | **Determination Available** | Application Forms | Recent Documents

Applications: Determination Available

Enter Filter Options

Application #:  Provider: George Washington Facility

Last Name: Madison

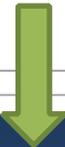
Determination Date:  to  Determination:

Employment:

**Search**

Results

Locked App # - Type	Provider	Last	First	SSN	Determination	Determination Date	Employment Status	Appeal Info	Actions
696	George Washington Facility	Madison	James	-5788	Eligible	01/23/2015	Convert to Permanent		Close



2. Enter the Permanent Hire Date and click Save.

**Hire**

James Madison, 547-78-5788, 1/1/1970

*\* Required*

Employment Status: Permanent

\* Provider: George Washington Facility

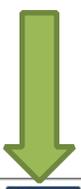
\* Position Category: Technical, Unlicensed Health Care

\* Position: Nurses Aide

\* Employee Type: Employee

\* Permanent Hire Date: 01/23/2015

**Cancel Save**



## Terminate Provisional Employee

You must end employment of the employee and record the employee's separation in the ABCMS system:

- If a determination has been made and a provisional employee is not eligible for employment; or,
  - If the provisional period for an applicant has expired and you do not want to hire the applicant permanently.
1. Click on **Applications > Determinations Available**. Click **Terminate** for the corresponding employee. The **Terminate Employment** dialog box appears. (**Terminate Employment** will only display when the applicant has received a Not Eligible determination or if the Provisional period has expired for the applicant.)

Home Applications Employees Search Reports Reference Admin

Add New | Not Yet Submitted | Flagged For Review | Determination In-Process | **Determination Available** | Application Forms | Recent Documents

Applications: Determination Available

Enter Filter Options

Application #:  Provider:

Last Name:

Determination Date:  to  Determination:

Employment:

Results

Locked App # - Type	Provider	Last	First	SSN	Determination	Determination Date	Emplo. Status	Appeal Info	Actions
706	George Washington Facility	Adams	John	-0150	Not Eligible	01/23/2015	<input type="button" value="Terminate"/>	Can appeal Not Eligible through 2/22/2015	

- In **Separation Date**, use the calendar to select a date or enter a date in MM/DD/YYYY format. Then click **Save**.

**Terminate Employment**

John Quincy Adams, 001-01-0150, 1/1/2000

---

*\* Required*

Employment Status: Separated

Provider: George Washington Facility

Position Category: Technical, Unlicensed Health Care

Position: Rehabilitation Therapy Aide

Provisional Hire Date: 1/23/2015

\* Separation Date:



Cancel
Save

January 2015
▼

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## View Rap Sheet

If there is a State Criminal History Result, but it is not for a Disqualifying Conviction under CGS 19a-491c, you may review State Criminal History Records (CHRs) under **View Rapsheet**. Under federal law, federal rap sheets cannot be shared outside of the Department of Public Health (DPH).

Home Applications Employees Search Reports Reference Admin

Add New | Not Yet Submitted | Flagged For Review | Determination In-Process | **Determination Available** | Application Forms | Registry Recheck | Recent Documents

Applications: Determination Available

Enter Filter Options:

Application #:  Provider:

Last Name:

Determination Date:  to  Determination:

Employment:

**Search**

Results

This is custom text for Determination Available Results

Locked App # - Type	Provider	Last	First	SSN	Determination	Determination Date	Employment Status	Appeal Info	Actions
546	George Washington Facility	<a href="#">Jefferson</a>	Thomas	-9003	Eligible	12/23/2014	<input type="button" value="Hire"/>		<input type="button" value="Close Without Hiring"/> <a href="#">View Rapsheet</a>
544	George Washington Facility	<a href="#">Adams</a>	John	-9421	Eligible	12/23/2014	<input type="button" value="Hire"/>		<input type="button" value="Close Without Hiring"/>



## Chapter 5: Reference Information

## Overview

From the **Reference** screen, you may search the Applicant Background Check Management System (ABCMS) for fingerprint locations or registry contact information.

## Searching for Fingerprint Locations

In the event that you need to look up fingerprint location information:

1. Go to Reference > Fingerprint Locations on the navigation bar. The Fingerprint Locations screen appears. Click the link <http://www.ct.gov/despp/cwp/view.asp?a=4201&q=494680> which is displayed in the screen. Please note that no fingerprinting is done at TROOP H, at Bradley, Windsor Locks. Bradley is a satellite location; no services are available.

The screenshot shows a navigation bar with the following items: Home, Applications, Employees, Search, Reports, Reference (highlighted), and Admin. Below the navigation bar, there are two tabs: Fingerprint Locations (highlighted) and Registry Contacts. The main content area of the Fingerprint Locations page contains the following text:

You can research applicant fingerprint locations by clicking the link shown below.

<http://www.ct.gov/despp/cwp/view.asp?a=4201&q=494680>

2. The link in the **Fingerprint Locations** page will take you to “CT State Police troops and Districts” page which has all the Fingerprint locations details. Please note that no fingerprinting is done at TROOP H, at Bradley, Windsor Locks.

## Searching for Registry Contacts

To search for registry contact information in the ABCMS System:

1. Go to **Reference > Registry Contacts** on the navigation bar. The **Registry Contacts** screen appears.

The screenshot shows the top navigation bar with tabs: Home, Applications, Employees, Search, Reports, Reference, and Admin. Below the navigation bar, there are links for 'Fingerprint Locations' and 'Registry Contacts'. The 'Registry Contacts' link is highlighted. Below this, there is a section titled 'Enter Filter Criteria' with a dropdown menu for 'State' set to 'Massachusetts' and a 'Search' button.

- From the search criteria drop down, select the state associated with the registry you are interested in. (Note that you can also chose "Federal" from the drop down list if you are interested in contact information for a Federal registry.) All registries that the system contains for the selected state will appear. If contact information is available in the database for the registry, it will appear in the search results. Click **Print** to print the search results.

The screenshot shows the search results page. The navigation bar and 'Registry Contacts' link are the same as in the previous screenshot. The 'Enter Filter Criteria' section is identical. Below it, the 'Search Results' section contains a table with the following data:

Registry Name	Address	Contact Name	Contact Phone	Contact Email
<a href="#">MA Nurse Aide Registry</a>	Division of Health Care Quality Nurse Aide Registry Program 99 Chauncy Street, 2nd Floor Boston, MA		617-753-8143	
<a href="#">MA Professional Licenses</a>				

There is a 'Print' button at the bottom right of the search results section.

## [Chapter 6: Provider Reports](#)

The Applicant Background Check Management System (ABCMS) allows you to produce the different reports listed on the Reports tab on the navigation bar. The reports can be viewed electronically, printed, or exported to a file. This document describes the reports available to providers.

1. Go to Reports on the navigation bar which will display the available **Provider Reports**.

The screenshot shows a dark blue navigation bar with the following menu items: Home, Applications, Employees, Search, **Reports**, Reference, and Admin. Below the navigation bar, the page title is "Provider Reports". Underneath, there is a section titled "Provider Reports" with a list of links: [Application Report](#), [Fingerprint Locations](#), [Registry Results Report](#), [Roster Report](#), and [User Account List Report](#).

**Note** To access all reporting functionality, Internet Explorer 8 or higher is recommended.

## Available Reports

Report Name	Description
<b>Application Report</b>	<p>A list of application activity (including status) per provider/facility. For each application, the following details display:</p> <ul style="list-style-type: none"> <li>• Application ID</li> <li>• Provider Name</li> <li>• Applicant Name</li> <li>• SSN (last 4 digits)</li> <li>• Application Date</li> <li>• Application Status</li> <li>• Application Status Reason</li> <li>• Withdrawal Reason</li> </ul>

<p><b>Fingerprint Locations</b></p>	<p>A list of fingerprint locations. For each location, the following information displays:</p> <ul style="list-style-type: none"> <li>• Location Name</li> <li>• Location Address</li> <li>• County (N/A)</li> <li>• Hours</li> <li>• Location Phone Number</li> </ul>
<p><b>Registry Results Report</b></p>	<p>The registry results for each applicant. For each applicant and registry check, the following information displays:</p> <ul style="list-style-type: none"> <li>• Provider name</li> <li>• Applicant name</li> <li>• Applicant ID</li> <li>• Registry name</li> <li>• Username of the person who checked the registry</li> <li>• Date the registry was checked</li> <li>• The registry check result</li> <li>• The auto match result (for registries with an auto match capability)</li> </ul>
<p><b>Roster Report</b></p>	<p>A complete list of your current employees including both those entered as applicants and those uploaded to the system as part of the employee roster. For each employee, the following information is displayed:</p> <ul style="list-style-type: none"> <li>• Provider name</li> <li>• Employee last name</li> <li>• Employee first name</li> <li>• Position</li> <li>• Employment status</li> <li>• Provisional hire date</li> <li>• Permanent hire date</li> </ul>

**User Account List Report**

A list of your user accounts. For each user, the following information displays:

- Date Account was Created
- Last Login Date
- Days Since Last Login
- Date of Last Password Change
- Whether the Account is Active or Not
- Account Status
- User Type
- Who Created the Account
- User Role(s)
- Associated Provider(s)

## Generating Reports

To preview a report, start by entering filter options. Each report has options for filtering system data (for example, start and end dates). Some filtering options must be entered for the report to generate, others are optional. After you have selected your filters, you may preview the report before printing or exporting to a file. To preview the report, click the **View Report** button on the report header. The first page of the report appears.

## Report Preview Button Descriptions

This Button/Field...	Allows you to...
	View the first page of the report.
	View the last page of the report.
	View the next page of the report.
	View the previous page of the report.
	Search for an item, such as an applicant name, in the body of the report.
	Export your report to one of several formats: <ul style="list-style-type: none"> <li>• XML File with Report Data</li> <li>• CSV (comma delimited)</li> <li>• PDF</li> <li>• MHTML (web archive)</li> <li>• Excel</li> <li>• TIFF File</li> <li>• Word</li> </ul>
	Refresh the data in the report preview.

	Print the report.
---	-------------------

## Chapter 7: Search (Person & Application)

From the Applicant Background Check Management System (ABCMS), you may search for a *person* or search for an *application*. Searching for a person is helpful when you believe an applicant might already be in the system and you have the person's background information. Searching for an application is helpful when you have the application ID number and you need to locate the application in the system.

### Person Search

To search for a person in ABCMS System:

1. Go to **Search > Person Search**. The **Person Search** screen appears.



2. In **Enter Search Criteria**, enter the person's information into each field, and then click **Search**. The **Person Summary** screen appears.

John Quincy Adams, XXX-XX-2468, 8/28/1970  
 Current Eligibility Determination: New Application Must Be Submitted  
 Current Employment Status: Not Employed

[Add New Application](#)
[Case Notes](#)

**Personal and Demographic Information**

*\* Required*

\* First Name: John SSN: XXX-XX-2468 This is an ITIN: Yes  
 Middle Name: Quincy \* Date of Birth: 8/28/1970  
 \* Last Name: Adams \* Race: White  
 Suffix: \* Gender: Male  
\* Eye Color: Brown  
\* Hair Color: White  
\* Height: 5'6"  
\* Weight: 180 lbs  
US Citizen: Yes  
\* Place of Birth: US: Massachusetts  
 Primary Phone: 860-509-8366  
 Primary Phone Type: Home  
 Secondary Phone: 860-777-5777  
 Secondary Phone Type: Work  
 Email Address: John.Adams@yahoo.com

**Permanent/Physical Address**

\* Address Line 1: 410 Capitol Ave.  
 Address Line 2: Apt. 3C  
 \* City: Hartford  
 \* State: Connecticut  
 \* ZIP: 06134  
 County:

**Mailing Address**

Same as Permanent Address: Yes

[Edit](#)

**Aliases/Prior Names (Includes all names by which an applicant is currently known or has been identified as)**

Last	First	Middle	SSN	DOB
Adams	Jon		XXX-XX-2468	08/28/1970

[Add New](#)

**Text-PriorAddresses**

Years	City	State
2007-2012	Braintree	MA

[Add New](#)

## Application Search

To search for an application in the ABCMS:

1. Go to **Search > Application Search**. The **Application Search** screen appears

Home Applications Employees **Search** Reports Reference Admin

Person Search | **Application Search**

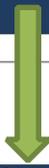
Person Search by Application

Enter Application Criteria

\* Required

\* Application #:

**Search**



2. In **Application #**, enter the unique application number.
3. Click **Search**. The **Person Summary** screen appears.

Home Applications Employees **Search** Reports Reference

Person Summary

John Quincy Adams, XXX-XX-2468, 8/28/1970  
 Current Eligibility Determination: New Application Must Be Submitted  
 Current Employment Status: Not Employed

**Add New Application** **Case Notes**

Profile Applications Employment Documents History

**Personal and Demographic Information**

\* Required

\* First Name: John  
 Middle Name: Quincy  
 \* Last Name: Adams  
 Suffix:

SSN: XXX-XX-2468 This is an ITIN: Yes

\* Date of Birth: 8/28/1970

\* Race: White  
 \* Gender: Male  
 \* Eye Color: Brown  
 \* Hair Color: White  
 \* Height: 5'6"  
 \* Weight: 180 lbs  
 US Citizen: Yes  
 \* Place of Birth: US: Massachusetts  
 Primary Phone: 860-509-8366  
 Primary Phone Type: Home  
 Secondary Phone: 860-777-5777  
 Secondary Phone Type: Work  
 Email Address: John.Adams@yahoo.com

**Permanent/Physical Address**

\* Address Line 1: 410 Capitol Ave.  
 Address Line 2: Apt. 3C  
 \* City: Hartford  
 \* State: Connecticut  
 \* ZIP: 06134  
 County:

**Mailing Address**

Same as Permanent Address: Yes

**Aliases/Prior Names (Includes all names by which an applicant is currently known or has been identified as)**

Last	First	Middle	SSN	DOB
Adams	Jon		XXX-XX-2468	08/28/1970

**Add New**

**Text-PriorAddresses**

Years	City	State
2007-2012	Braintree	MA

**Add New**

**Edit**

## Understanding Search Results

After searching the ABCMS for a person or an application, the **Person Summary** screen appears. From this screen, you may perform a variety of tasks, including:

- Viewing/editing a person’s profile, application history, employment history, and uploaded documents.
- Viewing any case notes that have been entered into the system.
- Adding a new application.
- Viewing a history of changes that have been made to the person’s profile.

The screen is comprised of four tabs:

- Profile
- Applications
- Employment
- Documents

## Profile Tab

**Person Summary**

John Quincy Adams, XXX-XX-2468, 8/28/1970  
 Current Eligibility Determination: New Application Must Be Submitted  
 Current Employment Status: Not Employed

[Add New Application](#)
[Case Notes](#)

Profile
Applications
Employment
Documents
History

**Personal and Demographic Information**

*\* Required*

<p>* First Name: John Middle Name: Quincy * Last Name: Adams Suffix:</p> <p><b>Permanent/Physical Address</b></p> <p>* Address Line 1: 410 Capitol Ave. Address Line 2: Apt. 3C * City: Hartford * State: Connecticut * ZIP: 06134 County:</p> <p><b>Mailing Address</b></p> <p>Same as Permanent Address: Yes</p>	<p>SSN: XXX-XX-2468 This is an ITIN: Yes</p> <p>* Date of Birth: 8/28/1970 * Race: White * Gender: Male * Eye Color: Brown * Hair Color: White * Height: 5'6" * Weight: 180 lbs US Citizen: Yes * Place of Birth: US: Massachusetts Primary Phone: 860-509-8366 Primary Phone Type: Home Secondary Phone: 860-777-5777 Secondary Phone Type: Work Email Address: John.Adams@yahoo.com</p>
--	---

**Aliases/Prior Names (Includes all names by which an applicant is currently known or has been identified as)**

Last	First	Middle	SSN	DOB
Adams	Jon		XXX-XX-2468	08/28/1970

[Add New](#)

**Text-PriorAddresses**

Years	City	State
2007-2012	Braintree	MA

[Add New](#)

From the **Profile** tab, you may:

- View detailed information about the individual, including personal and demographic, alias, and prior address information.

### Applications Tab

Profile	Applications	Employment	Documents	History	
---------	--------------	------------	-----------	---------	--

**Background Check #: 100568 (Fingerprint Based)**

Process Started	Determination Status	Status Date	Documents
12/10/2014	In Process -	12/11/2014	

*Applications Associated with this Background Check*

Application # - Type	Application Status - Status Date	Provider	Position	License Type - #	Documents	Actions
579	<a href="#">Submitted</a>	George Washington Facility	Podiatrist		<a href="#">Final Registry Results</a> <a href="#">Fingerprint Form</a>	<a href="#">Notes</a> <a href="#">Upload Document</a>

From the **Applications** tab, you may:

- View any background checks associated with the individual.
- View or upload notes/documents related to the individual’s background check and/or application from the links in the **Actions** column of the **Background Check** table.
- Generate new copies of final registry results, fingerprint forms, and consent and release forms from the **Documents** column in the **Applications** table.
- View or upload notes/documents related to applications associated with the individual from the **Actions** column of the **Applications** table.
- Add a new employment record from the **Actions** column of the **Applications** table.

### Employment Tab

Profile	Applications	Appeals	Employment	Documents	History	
---------	--------------	---------	------------	-----------	---------	--

Provider	Position	Status	Hire Date	Separation Date	Employment Last Verified	Action
George Washington Facility	Nurses Aide	Permanent	01/12/2015		01/12/2015	<a href="#">Edit</a> <a href="#">Delete</a>

From the **Employment** tab, you may view and edit employment history for the individual.

To edit employment click the **Edit** button in the Action column and **Edit Employment** page displays.

Profile	Applications	Employment	Documents	History	
---------	--------------	------------	-----------	---------	--

Provider	Position	Status	Hire Date	Separation Date	Employment Last Verified	Action
George Washington Facility	Nurses Aide	Permanent	01/23/2015		01/23/2015	<a href="#">Edit</a> <a href="#">Delete</a>

**History of Changes**

**Add Employment**

The Applicant can be hired “Provisional” or “Permanent” or “Separated” from this **Edit Employment** page.

**Edit Employment**

John Adams, XXX-XX-4645, 1/1/1972

*\* Required*

\* Employment Status:

\* Provider:

Position Category:

\* Position:

\* Employee Type:

Hire Date Provisional:

\* Hire Date Permanent:

Separation Date:

Employment Last Verified:

**Cancel Save**

**Documents Tab**

Profile Applications Appeals Employment Documents History

**Background Check # 100568**

Generated Forms, Letters, and Reports

Document Type	Provider	Document Name	File Size	Generated By	Generated On
Application	George Washington Facility	<a href="#">Final Registry Results.pdf</a>	221.0KB	LincolnA	12/11/2014 10:00 AM
Application	George Washington Facility	<a href="#">Final Registry Results.pdf</a>	221.0KB	pat	1/1/2015 4:16 PM

From the **Documents** tab, you may view uploaded documents, generated forms, letters, and reports for the individual. Every document that has been generated in association with the application will be shown on this tab. Click the link to view the document that was previously generated.

# Appendix A- Provider Administrator

## Overview

The Applicant Background Check Management System (ABCMS) allows provider administrative users to view and manage the user accounts associated with their provider(s). From the **User Accounts** screen, you may:

- Search for an Existing User
- Enable/Disable a User Account
- Add a New User
- Edit an Existing User's Account Information
- Reset a User's Password

## Search for an Existing User

1. Go to Admin > User Accounts on the navigation bar. The Administration: User Accounts screen appears.

The screenshot shows the 'Administration: User Accounts' screen. At the top is a navigation bar with 'Home', 'Applications', 'Employees', 'Search', 'Reports', 'Reference', and 'Admin' (highlighted). Below the navigation bar is a dark blue header with 'User Accounts' and 'Administration: User Accounts'. The main content area is titled 'Enter Filter Criteria' and contains several search filters: 'Type' (dropdown menu set to 'Provider'), 'Role' (text input), 'Status' (dropdown menu set to 'Enabled'), 'Is Pending' (dropdown menu), 'Provider' (dropdown menu), 'Last Name' (text input), 'Username' (text input), and 'Email' (text input). A 'Search' button is located at the bottom right of the filter section. Below the filter section is a 'Note' box with a yellow sticky note icon. The note text reads: 'The **Status** field defaults to **Enabled**. If you are unable to find a user, it may be because the user's account is locked due to too many invalid password attempts. Clearing the **Status** dropdown box will enable you to search for all users in the system regardless of status.'

- Click the Search button for a list of all user accounts for your provider or select a search criteria (for example, enter a user name) and then click **Search**. User Search Results will show all possible matches to your search criteria.

**User Accounts**  
Administration: User Accounts

**Enter Filter Criteria**

Type:  Role:

Status:  Is Pending:

Provider:

Last Name:  Username:

Email:

**Search**

**Add New User**

---

**User Search Results**

UserName	Name	Email	Type	Status	Is Pending	Actions
MadisonJ	Madison, James	<a href="mailto:James.Madison@ct.gov">James.Madison@ct.gov</a>	Provider	Enabled	No	<a href="#">Edit</a> <a href="#">Disable</a>
LincolnA	Lincoln, Abraham	<a href="mailto:surjit.sethuraman@ct.gov">surjit.sethuraman@ct.gov</a>	Provider	Enabled	No	<a href="#">Edit</a> <a href="#">Disable</a>

 You may enter the beginning of a username or email address to perform the search.

**Note**

## Enabling/Disabling a User Account

If a user has been locked out of the ABCMS due to too many incorrect password attempts, an administrator will need to enable the user’s account. If a user is no longer with the provider, an administrator will need to disable the user’s account.

1. Go to **Admin > User Accounts** on the navigation bar. The **Administration: User Accounts** screen appears.

The screenshot shows the 'Administration: User Accounts' page. At the top, there is a navigation bar with 'Admin' highlighted. Below it, the page title is 'User Accounts' and 'Administration: User Accounts'. A section titled 'Enter Filter Criteria' contains several dropdown menus and text input fields: 'Type' (set to 'Provider'), 'Role' (empty), 'Status' (set to 'Enabled'), 'Is Pending' (empty), 'Provider' (empty), 'Last Name' (empty), 'Username' (empty), and 'Email' (empty). A 'Search' button is located at the bottom right of this section.

2. To enable a locked user account, select "Locked" from the **Status** drop down list and click the **Search** button. A list of locked accounts will display. Click the **Enable** link for the user in the **Actions** column, and the system will change the status of the user account to "Enabled." The user will be allowed to log in.

This screenshot shows the same 'Administration: User Accounts' page, but with the 'Status' dropdown menu set to 'Locked'. A green arrow points to this dropdown. Below the filter criteria, there is an 'Add New User' button. The 'User Search Results' section displays a table with the following data:

UserName	Name	Email	Type	Status	Is Pending	Actions
AdamsJ	Adams, John	<a href="mailto:adams.j@gmail.com">adams.j@gmail.com</a>	Provider	Locked	No	<a href="#">Edit</a> <a href="#">Enable</a>

A green arrow points to the 'Enable' link in the Actions column of the table.

**Note** Enabling a user does not reset the password. The user can use the **Forgot Password** link on the login screen to reset his or her password.

3. To disable a user account, select "Enabled" from the Status drop down list and click the Search button. A list of enabled accounts will display. Click the **Disable** link for the user in the **Actions** column, and the system will change the status of the user account to "Disabled." The user will NOT be allowed to log in.

**User Accounts**  
Administration: User Accounts

Enter Filter Criteria

Type:  Role:

Status:  Is Pending:

Provider:

Last Name:  Username:

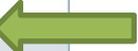
Email:

**Search**

**Add New User**

User Search Results

UserName	Name	Email	Type	Status	Is Pending	Actions
hrtest	test, hr	<a href="mailto:suriit.sethuraman@ct.gov">suriit.sethuraman@ct.gov</a>	Provider	Enabled	No	<a href="#">Edit</a> <a href="#">Disable</a>
LincolnA	Lincoln, Abraham	<a href="mailto:suriit.sethuraman@ct.gov">suriit.sethuraman@ct.gov</a>	Provider	Enabled	No	<a href="#">Edit</a> <a href="#">Disable</a>



## Adding a New User

1. Go to Admin > User Accounts on the navigation bar. The Administration: User Accounts screen appears. Click the **Add New User** button.

The screenshot shows the 'Administration: User Accounts' interface. At the top, a navigation bar contains links for Home, Applications, Employees, Search, Reports, Reference, and Admin. Below this, the page title 'Administration: User Accounts' is displayed. A section titled 'Enter Filter Criteria' contains several input fields: Type (dropdown menu with 'Provider' selected), Role (dropdown menu), Status (dropdown menu with 'Enabled' selected), Is Pending (dropdown menu), Provider (dropdown menu), Last Name (text box), Username (text box), and Email (text box). A 'Search' button is positioned at the bottom right of this section. Below the search section, a large green arrow points to the right, with an 'Add New User' button located at its tip.

2. The User Accounts screen appears. Enter the user's information. In the Username text box, enter a **unique username** for the account.



**Note**

The username for ABCMS is created by using the last name of the user, with the first initial of the first name of the user [Example: John Smith would be SmithJ.] If you get a warning that that username is already taken by another user, then please use the following example. Usernames will be last name, first initial, with subsequent entries having an extra letter added from the first name. Example:

1. SmithJ
2. SmithJo
3. SmithJoh

Other required information includes the user's **First Name**, **Last Name**, and **Email Address**. The User Type will always be "**Provider**."

Home Applications Employees Search Reports Reference Admin
Administration: User Accounts

**User Account**

*\* Required*

Status:

\* Is Pending:

\* Username:

\* First Name:

\* Last Name:

\* Email:

Phone:

\* User Type:

\* Role(s):

Role	Selected	Grantable
Administrator	<input type="checkbox"/>	<input type="checkbox"/>
Report Viewer	<input type="checkbox"/>	<input type="checkbox"/>
User	<input type="checkbox"/>	<input type="checkbox"/>

Position Title:

\* Provider(s):

[Assign Providers](#)   [Select all my Providers](#)



**Note**

As an administrator, you will need to communicate the username to the user. For security reasons, the ABCMS does not email usernames.

3. In **Role(s)**, select the roles for the user. User roles control what a user can see and do in the system. It is possible for a user to have more than one role. When this occurs, the user will have access to all

the functions for the roles they are assigned. For more information the Roles please refer to User Roles Section.

- **Selected:** When a Role has the “Selected Box” checked, it means that the user will be able to perform the functions of that role.
- **Grantable:** When a Role has the “Grantable Box” checked, it means the user has the ability to create additional users, and will be able to grant this role to new user that you create.

4. There are two options to connect the user account to one or more providers. “Assign providers” or “Select all my Providers”.

Assign Providers - Click **Assign Providers** and the **Assign Providers** dialog box appears. Begin typing the provider name in the **Search for Provider** text box. After you type in any 3 letters of the provider name, the system will return all possible matches. Select a provider by clicking on the provider's name. The provider name will appear in the **Providers Assigned to the User** section. Click **Save**.

Select all my Providers – Click Select all my Providers and it will create the new user with the same set of facilities that the administrator user has access to.



At any time you may remove an assigned provider from a user account by returning to the **Assign Providers** dialog box and clicking **Remove**.

**Note**

5. After assigning a provider, click the **Save** button on the user accounts page to add the user to the system. The system will auto-generate a password for the user and send it to the user at the email address entered for the user in the account you just created.



If **Is Pending** is set to “Yes” the user password will not be generated until the value is changed to “No.” In this way, an administrator can setup many user accounts at once ahead of time and then “activate” them all at once by changing **Is Pending** to “No.”

**Note**

## Editing an Existing User's Account Information

1. Go to Admin > User Accounts on the navigation bar. The Administration: User Accounts screen appears.
2. Click the Search button for a list of all user accounts for your provider or select a search criteria (for example, enter a user name) and then click Search.
3. In the User Search Results, click the Edit link in the Action column for the user whose information you wish to edit. The User Account screen appears. Edit the user information as desired and click Save. (You cannot edit the **Username**.)

**Administration: User Accounts**

**User Account**

\* Required

Status:

\* Is Pending: No

\* Username: lincolna

\* First Name:

\* Last Name:

\* Email:

Phone:

\* User Type: Provider

\* Role(s):

Role	Selected	Grantable
Administrator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Report Viewer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Position Title:

\* Provider(s):

[Assign Providers](#) [Select all my Providers](#)



**Administration: User Accounts**

**User Account**

\* Required

Status:

\* Is Pending: No

\* Username: LincolnA

\* First Name:

\* Last Name:

\* Email:

Phone:

\* User Type: Provider

\* Role(s):

Role	Selected	Grantable
CT - Provider User Admin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CT - Provider User HR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CT - Provider User View	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Position Title:

\* Provider(s):

[Assign Providers](#) [Select all my Providers](#)

**Administration: User Accounts**

**User Account**

\* Required

Status:

\* Is Pending: No

\* Username: LincolnA

\* First Name:

\* Last Name:

\* Email:

Phone:

\* User Type: Provider

\* Role(s):

Role	Selected	Grantable
CT - Provider User Admin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CT - Provider User HR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CT - Provider User View	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Position Title:

\* Provider(s):

[Assign Providers](#) [Select all my Providers](#)

**Administration: User Accounts**

**User Account**

\* Required

Status:

\* Is Pending: No

\* Username: LincolnA

\* First Name:

\* Last Name:

\* Email:

Phone:

\* User Type: Provider

\* Role(s):

Role	Selected	Grantable
CT - Provider User Admin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CT - Provider User HR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CT - Provider User View	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Position Title:

\* Provider(s):

[Assign Providers](#) [Select all my Providers](#)

## Resetting a User's Password

As a provider system administrator, you can reset a user's password.

1. Click **Reset Password** on the User Account edit screen. An email will be sent to the user with a new temporary password.

Administration: User Accounts

**User Account**

\* Required

Status:

\* Is Pending: No

\* Username: lincolna

\* First Name:

\* Last Name:

\* Email:

Phone:

\* User Type: Provider

\* Role(s):

Role	Selected	Grantable
Administrator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Report Viewer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Position Title:

\* Provider(s):

[Assign Providers](#) [Select all my Providers](#)

**Reset Password** 

**Back to Search** **Save**

Users can reset their own password using the **Forgot Password** button on the login screen or by clicking on the **Change My Password** button on the **My Account** page



The system requires users to change their passwords every **120** days.

## User Roles

There are three Roles available to Providers

### **Administrator**

- Administrator role is an add-on role that allows the user to create and manage user accounts. May also be an ABCMS Program Coordinator, but is not required to be.

#### Responsibilities:

- Setup and manage other users
- Add users for the facility only
- Reset user passwords
- Disable users

### **User**

- Able to perform all functions available to the Providers, except for the ability to set up other users.

### **Report Viewer**

- This user monitors the system through reporting, including running reports including personnel status or queries about applicants.

## Appendix B: Training Scenarios

### Login to the ABCMS

- Open a Web browser (For Ex: Internet Explorer -Version 9 or Higher is recommended, Google Chrome, Firefox, Safari).
- Type [www.stg-abcms.ct.gov](http://www.stg-abcms.ct.gov) as the web address  and hit enter. The login page will be displayed. Enter your assigned *Training Username* in Username field and *Password* in the Password Field.

Note:

- The username is not case sensitive.
- The password is case sensitive.
- Click **Login** button
- Please follow these steps:
  1. Enter current password:
  2. Enter new password:
  3. Confirm new password:
  4. Choose a security question
  5. Enter a Security answer
  6. Confirm Security answer
- Click **Submit** and you will be logged in.

### Scenario 1: Enter a new applicant Position: Nurses Aide

Click **Home**.

#### Applications > Application Forms

- Consent Form
- Fingerprinting Information Form

Once the program is live, you will ask the applicant to fill out both forms.

#### Applications > Add New



- Step 1 – Applications: click Add New.

- Step 2 – Pick a random last name and Social Security Number and click **Search**. System verifies the applicant is new to the system. Click **Add New Applicant**.
- Step 3 – Applicant: Profile (Personal and Demographic Information)
  - Enter required Personal and Demographic Information (\* indicates required fields)
  - Enter Alias information - Click **Add New** in the Aliases/Prior Names, from the bottom left side, which will open an “Add Alias page” and complete Alias information. (Hint: hyphenated names need to be broken out into two distinct names. Example: “Susan Ann Smith-Williams” should be entered as “Susan Ann Smith” and “Susan Ann Williams”). You can enter multiple Alias names by clicking *Add New* and add additional aliases.
  - a. Enter Prior Address – Click **Add New** in the **Prior Addresses** section. The **Prior Addresses** dialog appears.
    - Enter City: Providence, State: Rhode Island, Year From: 2012 and Year To: 2014. Click **Save**.
    - Click **Next**.
- Step 4 – Applicant: Pre-Employment Information
  - Select “Professional / Licensed Health Care” from the Position Category drop-down box
  - Select “Nurses Aide” from the Position drop-down box
  - Select “Employee” from the Employee Type drop-down box
  - After completing all the information on this page, click **Next**.
- Step 5 – Applicant: Research Registries (Note: all registries are free and name-based.)
  - Review all registries.
  - Click on each registry link which will open the corresponding website, except the OIG registry, which has an auto-match. For the OIG registry, you do not have to click the link.
  - Type in the required details (Ex: First name, Last name) and Search.
  - If there is no match, select “Cleared” from the drop-down in the Research Results column for each required registry.
  - Since your applicant had lived in Massachusetts, an additional registry search for Massachusetts will appear. Note: This is a check that can be skipped, however it is recommended. It is not mandatory.
  - Once all the registries are marked as Cleared, click **Next**.
- Step 6 – Applicant : Data Review
  - This Page is to verify the Applicant data before submitting the Application.
  - Review Profile, Pre-Employment and Registry Results tabs



- Click **Submit**.
  
- Step 7 – Applicant : Confirmation
  - Application Submitted Confirmation message will be displayed.
  - Review the *Final Registry Results* and *Fingerprinting Authorization Form* available in the **Application Forms** section is at the bottom of the page.

### Scenario 1: Verification:

9. Home Page “At a Glance Table”: Click on the hyperlink “Eligibility Determination In Process” to make sure the Application you just created is listed with the status “Applicant Data Sent” or “Background Check Started”.
10. At this point, the application has been submitted. The applicant can go to be fingerprinted. If you want to know what’s happening, please go to the next step.

## Scenario 2: Determination In-Process

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Click **Home**

[Home Page > At a Glance Table -> Eligibility Determination In-Process](#)

### Applications > Determination In-Process

- The Determination In-Process page lists your Application created in Scenario 1.
- The Determination In-Process page contains statuses of applications In-Process (examples below):
  - Applicant Data Sent
  - Background Check Started
  - Fingerprints Taken

## Scenario 3: Determination Available

---

Click **Home**

[Home Page -> At a Glance Table -> Eligibility Determination Complete](#)

[The Eligibility Determination Complete link, will bring you to the Determination Available page.](#)

[Applications > Determination Available](#)

- The Determination Available page will have all the applications who are “Eligible” or “Not Eligible” based on the results from the background check.
- We have created two Applications for this training purpose with Determinations “Eligible” and “Not Eligible”.
- Some example of actions you can perform in Determination Available Page are
  - Hire (Background Check completed and ready to Hire)
  - Close without Hiring(Close the application without hiring)
- For the “Eligible” applicant click the “hire” button in the employment status column.
- Hire Page will be displayed and key in the Permanent hire date and click “Save” and the applicant has been recorded as hired.
- For the “Not Eligible” applicant you can click “Close without Hiring” button in the Actions Column and Confirm Close pop up page displays and click “Yes” and the application is closed.

[Scenario 3: Verification:](#)

- To verify whether you have hired the Eligible applicant, go to Employees -> Permanent. Click **Search**. Hired applicant will be there.

[Scenario 4: Enter an application for an applicant already in the system](#)

Click **Home**.

[Applications > Add New](#)

[Eligible Applicant/Completed background check for another provider:](#)

- Navigate to Applications -> Add New
- Enter Applicant’s SSN, Last name and click **Search**.
- The Person Summary page will be displayed and it will show the following information at the top of the page
  - Applicant’s Name, SSN and DOB
  - Current Eligibility Determination : Eligible for Employment – Valid Through MM/DD/YYYY
- Click **Add New Application**.
- Applicant: Pre-Employment Information page displays and

- Choose “Professional / Licensed Health Care” for Position Category, “Nurses Aide” for Position and “Employee” for Employee Type from the drop down and click **Submit**.
- Application Submitted Confirmation page displays the following information:
  - This applicant does not require fingerprinting for employment at this time.
  - You can check the status of this Application by clicking the *Determination Available* link above.
- From the Home page -> At a Glance Table -> Eligibility Determination Complete click on the hyperlink and this will take you the “Determination Available Page” where the applicant would be listed with Determination status “Eligible” and Employment Status as “Hire”
- For this training let’s hire the applicant. Click the **Hire** button in the Employment Status column and the hire page is displayed. Enter the “Permanent Hire Date” and click **Save**.

**Scenario 4: Verification:**

- To verify: Go to Employees -> Permanent and click **Search** and the hired applicant from Case 1 will be listed.

**Scenario 5: Resume Application and Flagged for Review**

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Click **Home**.

**Home Page -> At a Glance -> Not Yet Submitted by Provider**

**Note: if you have saved your application, this next step will explain how to resume the process.**

**Applications > Not Yet Submitted**

- For this scenario, a test application will be already available on the “Not Yet Submitted” page.
- Click **Resume** in the Actions Column for the corresponding Applicant.
- The Resume process takes you to the Applicant: Profile page. If there are no edits, click *Next*.
- Applicant: Pre-Employment Information page will be displayed.
- Select:
  - Position Category: “Professional / Licensed Health Care”
  - Position: “Nurses Aide”
  - Employee Type: “Employee”
  - Click *Next*.
- This Applicant will match on the “OIG list of Excluded Individuals/Entities” registry. Select “Flagged for Review” from the drop-down in the Research column for the OIG registry.

- Click “Add” and type your comment and click “Save”. Click on all the other registry links. Check if the applicant is matched on any other registry’s website. Select “Cleared” in the Research Results column and click *Next*.
- Application Flag for Review Confirmation message displays for this Application.
- **This is not part of this training exercise:** ABCMS program staff will receive an email notification that an applicant is flagged for review and will make a determination (“Cleared” or “Not Cleared”). Once the determination has been made, you will receive an email notification, and you can resume the application from the “Not Yet Submitted” page.

## Scenario 6: Review Reports

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Click Home

### Reports > Provider Reports

Home	Applications	Employees	Search	<b>Reports</b>	Reference	Admin
<b>Provider Reports</b>				Provider Reports		

- Select **Employment Roster Report**
- Choose Employment Status “All” and Provider “Your assigned provider” **and** Click “View Report” to generate the report. A report may be exported to a file, using several formats.  
*\*Please note you may need to adjust your pop-up blocker to allow this page to open*

## Administrator Training

Note for Scenarios 7 and 8: Some users will have access to the following screens, and some users will not have access.

Only facility ABCMS System Administrators have the ability to create user accounts for additional users at the long-term care facility. Facility ABCMS administrators can add, view, and manage the user accounts associated with your facility.

### Scenario 7: Administrators – Create New User

Click [Home](#).

#### Admin > User Accounts

- Click [Add New User](#) button.
- Enter Username – Enter a Username that you will create: For Ex a Username for Training1 would be Training1user.
- Enter First name and Last Name (Please do not enter real names)
- Enter your email address.
- Check the “Selected” and “Grantable” box corresponding to the “User” role.
  - *FYI:*
    - **Selected:** When a Role has the “Selected Box” checked, it means that the user will be able to perform the functions of that role.
    - **Grantable:** When a Role has the “Grantable Box” checked, it means the user has the ability to create additional users, and will be able to grant this role to new user that you create.
- Click [Assign Providers](#) link.
- Enter the first three letters of your test training provider name. You will see your provider name under Select Provider(s). Select your Provider Link and click [Save](#).
- Click [Save](#).
- Click Yes for “Confirm User Save: Are you sure you want to save new Provider user”.
- You have successfully created a new user.

## Scenario 8: Administrators – Manage Users

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Click 

### Admin > User Accounts (To Edit User Information and Role Change)

- Search for the New User created in Scenario 7 (Administrators – Create New User) and you can use any of the Filter Criteria (For Ex: Last Name, User Name, and Email). Click .
- The User Search results will display the newly created user.
- Click  button in the Actions column which displays the User Accounts page.
- Edit the Last name and click  button.

Click 

### Admin > User Accounts (To reset Password)

- Search for the New User created in Scenario 7 (Administrators – Create New User) and you can use any of the Filter Criteria (For Ex: Last Name, User Name, and Email).
- The User Search results will display the newly created user.
- Click  button in the Actions column which displays the User Accounts page.
  - Click  button which will reset the password and sends the user a system generated password to their email address and will be asked to change upon login.
  - Note: A user account is locked after four failed password attempts. A good rule of thumb: if you forget your password three times, then click *Forgot Password*.

Please logout of the ABCMS System.