

## Getting Your Results by Email

- On the Background Check Authorization form, enter an email address where result notifications may be received, and check the box indicating approval for receiving emailed results.
- If allowed by the DSHS program, once the background check has been completed and if there is reported criminal history, you will receive an email from the Background Check System with a secure link for result letter retrieval. Please note that the result link will expire in three days if not accessed.
- Your results link email will be sent from do\_not\_reply\_bcs@dshs.wa.gov and will have the subject line “DO NOT REPLY – IMPORTANT Background Check Information.” If you don’t see it in your inbox, check your junk or spam folder. Please note that the result link will expire in three days if not accessed.
- You must access this email using GOOGLE CHROME (Internet Explorer, Firefox, Edge, and other internet browsers do not work to view this information). This email and link may also need to be viewed using a laptop or desktop computer as not all mobile devices are equipped to view this type of secure message.
- Click on the result link in the email. The secure portal web page will open; enter your date of birth. You have 5 attempts to enter the correct date of birth.
- The correct date of birth must be entered in a very specific format: MM/DD/YYYY.
- Once the result letter is retrieved, you can then save it on your device, and then close the page.

- You can retrieve/download the result letter as many times as needed by clicking on the link in the original notification email and entering the DOB on the portal page.
- If you receive a “token expired” message, please contact BCCU at bccuinquiry@dshs.wa.gov or call 360-902-0299.

### BCCU Contact Information

**Office hours 8 a.m.-4:30 p.m.**  
**Monday-Friday (except holidays)**

**Email:** bccuinquiry@dshs.wa.gov  
Please allow 1-2 business days for a response

**Phone:** 360-902-0299  
Phone support is available 9-11 a.m. Monday through Friday (there are exceptions depending on availability).



Transforming lives

DSHS 22-1896 (Rev. 11/23)



# Background Check Applicant Guide

- Instructions for completing the online Background Check Authorization Form
- Scheduling a Fingerprint Appointment
- Getting your results by email



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Background Check Central Unit



# Be before You Start

- ❑ If you have criminal history, locate any charging or court papers to assist you in answering questions that require crime dates and official crime names.
- ❑ Have at least 15 minutes to complete the form. You cannot save an incomplete form and return later.
- ❑ Filling out the Background Check Authorization Form **DOES NOT** initiate a background check. In order for your background check to be processed, you must provide the confirmation code and your date of birth to the person or entity requesting the background check.



## Completing a Background Check Authorization Form

- Using the GOOGLE CHROME browser on a Windows computer, fill out the Background Check Authorization form at <https://fortress.wa.gov/dshs/bcs/>.
-  View our step-by step video tutorial at [https://youtu.be/p\\_iwKi0fpMg](https://youtu.be/p_iwKi0fpMg)
- Write down the confirmation code you receive at the end of the form on the line below so that you don't lose it. The code is a saved version of your form, and it can't be retrieved if you lose it.

Confirmation Code Example: **WES3A7C22B**

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Confirmation Code Number

- Contact hiring entity and provide them with your confirmation code and your date of birth. They will need both pieces of information to run your background check through the system.
- The hiring entity will submit your background check. If they need you to be fingerprinted as part of this process, they will provide a Fingerprint Appointment Form. You won't be able to schedule your fingerprint appointment until they reach out to you and provide you with that information.

## Scheduling Fingerprint Appointment

Contact the hiring entity to verify if you need to be fingerprinted. BCCU does not schedule fingerprint appointments. Once you receive the Fingerprint Appointment Form, contact the state's fingerprint vendor, IDEMIA:

- 1-877-771-5097
- <https://WA.state.Identogo.com>

You will need the following to schedule an appointment:

- Fingerprint Appointment Form
- Date of Birth
- Applicant Inquiry ID/OCA number found on the Interim Fingerprint Check Notification and Fingerprint Appointment Form

Please refer to IDEMIA's website for a location near you.

<https://www.identogo.com/locations>