Background Check System (BCS) User Guide:
Oversight Functions

About This Manual

Welcome to the Background Check System (BCS) User Manual. This manual is intended to serve as a guide as you perform Oversight functions in BCS.

Please note BCS (and therefore this manual) is subject to alteration. Modifications/updates to the manual may result from changes in State or Federal policies and procedures, BCS system upgrades, or other factors.

BCS was developed for use by the Department of Social and Health Services (DSHS), Background Check Central Unit (BCCU). Use of BCS and this manual is restricted to authorized end users of BCS system. BCCU can be contacted at **BCCUinquiry@dshs.wa.gov**.

Overview

An Oversight Program Administrator may perform actions in BCS to manage the BCS Users within the Oversight Program Administrator's assigned Inquiry Type Groups (ITG). Oversight Program users may also view reports within BCS.

Oversight Administrator access includes:

- Managing Users
    - o User Roles Overview
        - ▪ Oversight Program Users
    - o Managing Oversight Users
        - ▪ How to Add a New Oversight Program User
        - ▪ How to Update an Oversight Program User

Oversight Users may also search background checks for accounts within the ITGs they manage.
- How to Search Background Checks
- View Background Check Results

NOTE*: DSHS employees cannot add other DSHS employees as user in BCS. However, if authorized, DSHS employees can add External Users to BCS. Only DSHS BCCU staff can add DSHS employees as users in BCS.*

- For **Oversight Administrators**: If you would like to add additional users or manage user access, please filter your request through BCCU by emailing BCCUinquiry@dshs.wa.gov.

User Roles Overview

Oversight Program Users

There are two user roles for Oversight Program Users: Administrator and Reviewer. Both Oversight Program users are assigned access to BCS based on the assigned ITG(s). An Oversight Program user may be assigned to all ITGs within an administration or division, or to only select ITGs.

An *Oversight Program Administrator* may create other Oversight Program users and assign the new user to any ITG that the Oversight Program Administrator is assigned.

An *Oversight Program Reviewer* may search and view background checks for entities that are assigned to the ITGs that the Oversight Program Reviewer is assigned.
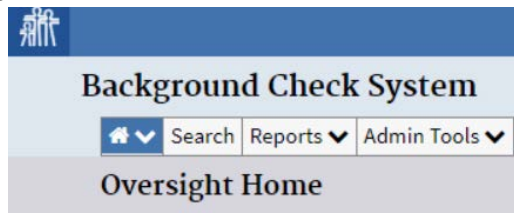
Accessing BCS as an Oversight Program User

If you have permissions as an Oversight User, follow the outlined steps below. If you do not, please refer to your program or contact BCCU for assistance.
1. Log in to BCS in Google Chrome internet browser as you normally do.
2. If you have access as an Entity Account User, you will have the option to select Entity Home or Oversight Home.
3. Select **Oversight Home** to use the Oversight function.
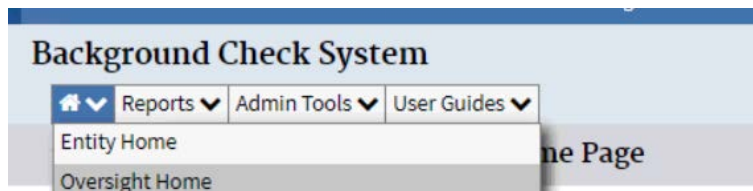
4. You can now search for background checks using one of the following:
    a. Search by Inquiry
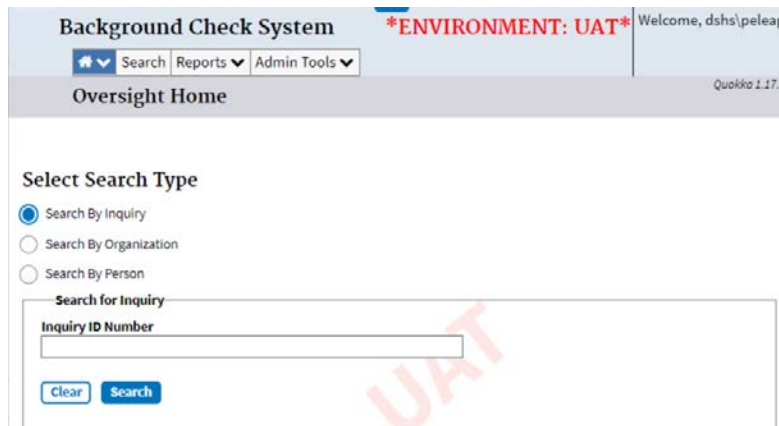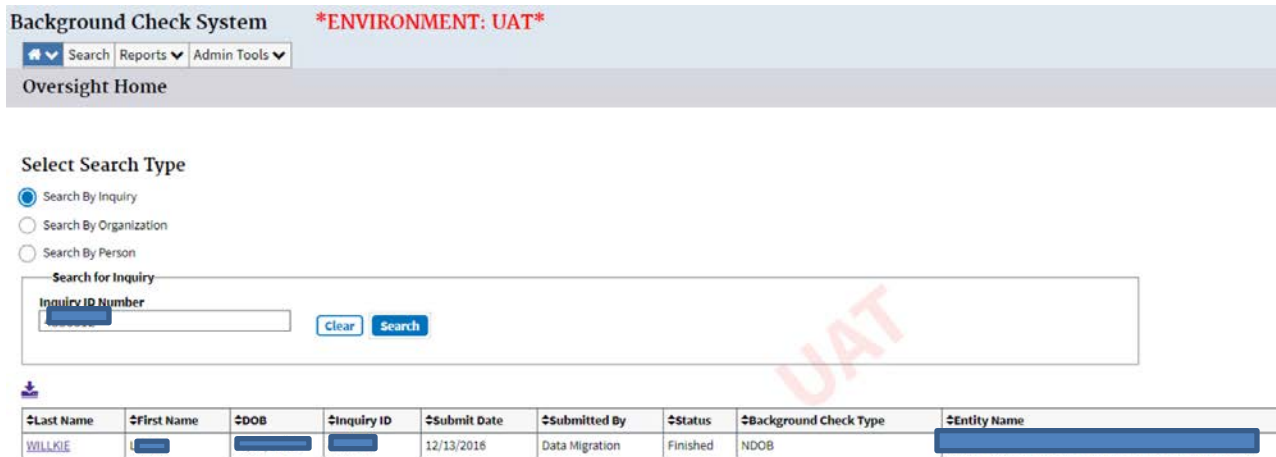   b. Search by Organization
    c. Search by Person

To **Search by Inquiry**:
1. Select the radio button to **Search by Inquiry.**
2. An additional field will open to enter the **Inquiry ID number** (previously called OCA #).

3. Enter **Inquiry ID Number.**
4. Select **Search.**
5. Working grid will display with applicant information and background check information.

6. Work grid will display.
   a. **Last Name**
   b. **First name**
   c. **DOB** (Date of Birth)
   d. **Inquiry ID** : Unique identifier number assigned when an inquiry is entered. Previously called OCA #.
   e. **Submitted Date**: Date background check was submitted to BCCU.
   f. **Submitted By**: BCS User who submitted the background check.
      i. Note: If the background check was migrated from previous system, you will see **Data Migration** as the user. Data Migration to BCS did not include No Record results.
   g. **Background Check Type**: **FP** - Fingerprint or **NDOB** - Name and Date of Birth.
   h. **Entity Name**: Name of entity that requested the background check.
7. To view the background check result, select the **Last Name** hyperlink.
8. You will be directed to the individual inquiry's background check summary page.

Result letters will only display if you have permissions to review background checks for the ITG the background check was completed under.

To **Search by Organization:**
1. Select the radio button **Search by Organization.**

2. Select from the dropdown menus the ITG that you would like to view background checks for.
    a. Only the ITGs that you have access to will display as options.
3. Select **Administration.**
4. Select **Division.**
5. Select **Inquiry Type Name.**
6. Select **Entity.**
    a. If you have the account number readily available, search by **Account Number** or **License Number** in the fields above.
7. Select **Search.**
8. Working grid should display with all background checks below.

‡Last Name	‡First Name	‡DOB	‡Inquiry ID	‡Submit Date	‡Submitted By	‡Status	‡Background Check Type	‡Entity Name	
						Interim FP Finished	FP		
						Withdrawn	FP		
						Expired	FP		
						Finished	FP		

4 results

To **Search by Person**.

    1.   Select radio button to **Search by Person**.

Select Search Type

◯ Search By Inquiry

◯ Search By Organization

🔘 Search By Person

┌─ **Search for Person** ───

Last Name   **First Name**   **Middle Name**

Narrow My Search Results by:
Date of Birth

MM/DD/YYYY

Exact Match Required:
SSN

                                       [Clear] [**Search**]

└──

    2.   Enter the applicant's information.

          a.   To narrow search results, include date of birth or social security number.

    3.   Select **Search**.

    4.   Working grid will display background checks for the applicant completed under the ITGs for which you are assigned permissions to view.