

Maine Department of Health and Human Services

# Maine Background Check Center (MBCC) Provider User Manual

Version 1

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# OVERVIEW

## INTRODUCTION

Welcome to Maine Background Check Center (MBCC) Provider User Guide.

This guide introduces you to the features of the MBCC and provides detailed instructions for using the system.

The MBCC is a web-based application that has been developed to assist providers with performing registry checks and processing background checks for applicants in an efficient and effective manner.

This training manual will guide you through using the MBCC to ensure that your applicants and employees have no disqualifiers that would put your patient/client population at risk.

## MBCC FEATURES

- Complete Quick Checks (pre-screening process)
- Process background check requests (applications)
  - Enter new applications
  - Complete registry checks for new applicants
  - Track background check requests
  - Review criminal history determinations
  - Document decisions
  - Request conditional hire
- Process registry rechecks
- Manage users \*administrators only
  - Distribute account registration information
  - Grant users access to the MBCC system
  - Permission users to access a specific facility
- Generate provider reports \*administrators only

## MBCC PROCESS STEPS

- |   |
|---|
| <ul style="list-style-type: none"><li>• Register for access to the MBCC system</li></ul>  |
| <ul style="list-style-type: none"><li>• Use the Quick Check search to pre-screen applicants</li></ul>                                   |
| <ul style="list-style-type: none"><li>• Enter prospective applicants in the MBCC system</li></ul>                                       |
| <ul style="list-style-type: none"><li>• Complete required registry checks</li></ul>   |
| <ul style="list-style-type: none"><li>• Confirm any registry adverse findings</li></ul>   |
| <ul style="list-style-type: none"><li>• Enter a preliminary decision</li></ul>  |
| <ul style="list-style-type: none"><li>• Make criminal history review payment</li></ul>  |
| <ul style="list-style-type: none"><li>• Enter a final decision based on criminal history recommendation and registry findings</li></ul> |

# QUICK CHECK

The Quick Check search provides an easy and convenient way to search exclusion registries in one place.

The screenshot shows the 'Maine Background Check Center' interface. On the left is a dark teal navigation menu with links for Home, Quick Check, FAQs, For Employers, Rules & Policies, Disqualifying Crimes, Forms, About, and Contact. The main content area is titled 'Quick Background Check' and includes a 'Required Field' indicator. Under 'Applicant Information', there are input fields for 'First Name' and 'Last Name', both with red error boxes and a red 'x' icon. A 'Submit' button is located below these fields. A list of registries is provided: Maine Regulatory Licensing & Permitting (Professional and Occupational Licensing and CNA/DCW Registry), Maine Excluded Providers, Maine Sex Offender Registry, Office of Inspector General, and National Sex Offender Public Website (NSOPW). On the right, an 'Attention Employers:' section contains a warning about the implications of a match on eligibility for positions with direct access to protected individuals.

## PERFORM A QUICK CHECK

1. Click Quick Check in the Left Nav Bar
2. Enter the applicants First Name and Last Name
3. Click the Submit button.
4. Review results. Click the link for individual registry sites if an advanced search is needed.

**i** If an applicant holds multiple licenses or certifications each will be returned in the search results. This can help determine if an exclusion exists for the applicant – even when the position applied does not require a license.

## PRE-APPLICATION ERROR CORRECTION

Any individual may request that errors in their public records be corrected. The individual is responsible for following the required steps and providing appropriate documentation to the public agency maintaining that record to ensure that errors are corrected.

# MBCC LOGIN

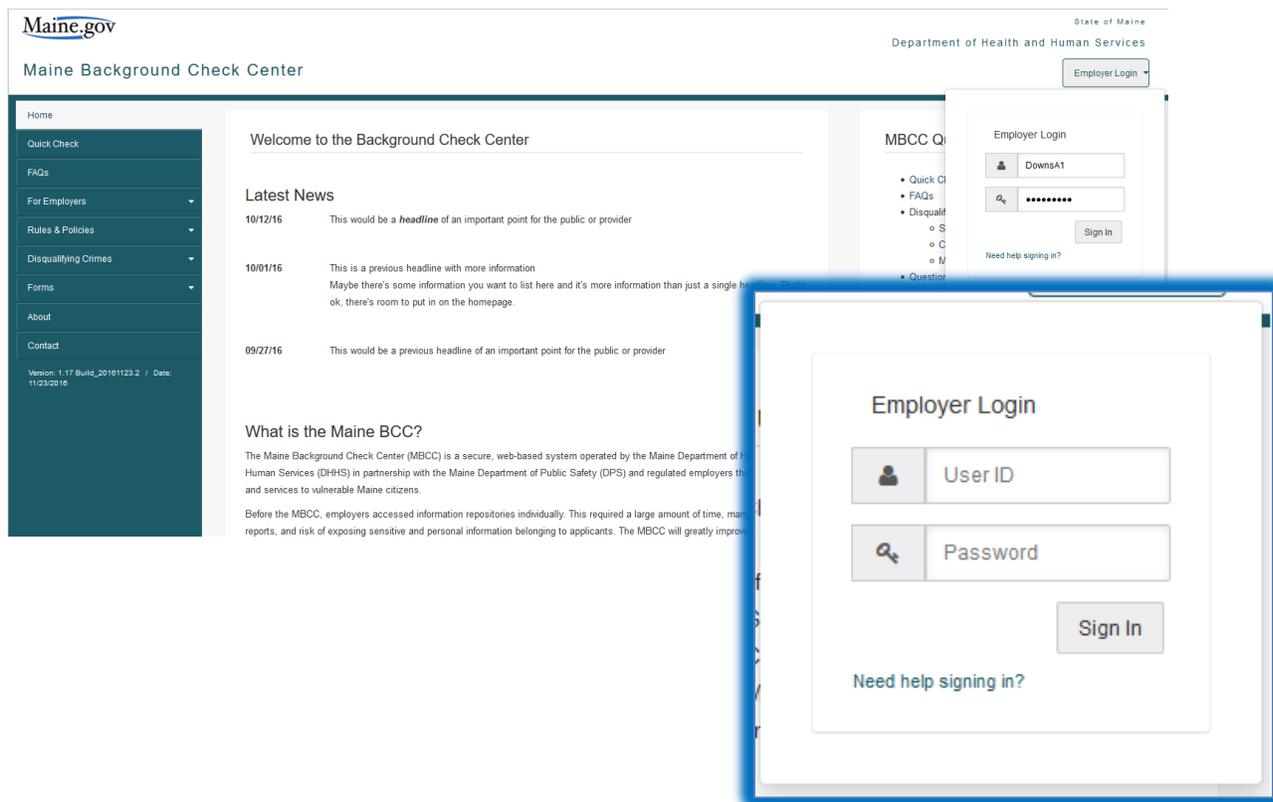
## PREREQUISITES:

The MBCC website can be accessed through different browsers and tablets. You will need Adobe Acrobat to view and print system generated forms.

## ACCESS THE SYSTEM

1. Enter the URL: <https://backgroundcheck.maine.gov/DHHS/MBC> in the address field of the browser
2. Click Employer Login
3. Enter your User ID and Password and click the Sign In button.

**i** You must register for access to the MBCC and the System Administrator must permission you to the system before you can login.



# WORK QUEUE

The Work Queue provides a list of all open applications for your facility. Columns can be sorted by clicking the column headers. If additional pages are available page numbers will display at the bottom of the work queue. Click a page number to scroll through the open applications.

State of Maine  
Department of Health and Human Services - Maine Background Check Center

Welcome Anne Downs Log Out

Work Queue

Search

Enter Application ID, First Name, Last Name, Facility Name or Status

Search Reset

Applications

Last Modified	Last Name	First Name	Application ID	Facility Name	Modified By	Status	Progress
04/27/2016	Duck	Elaine	67D05162	Acme Home Care	Anne Downs	Registry Checks	14
04/26/2016	bordon	lizzie	F7998808	Acme Home Care	Anne Downs	Criminal History Review	71
04/26/2016	Duck	Daisy	F06118FD	Acme Home Care	Anne Downs	Pending Final Decision	86
04/26/2016	Lobster	Test	338835C4	Acme Home Care	Anne Downs	Criminal History Review	71
04/26/2016	Lobster	Test	3A3D5CF7	Acme Home Care	Anne Downs	Pending Final Decision	86
04/26/2016	drew	nancy	F1893790	Acme Home Care	Anne Downs	Criminal History Review	71
04/26/2016	jerry	tom	A357347A	Acme Home Care	Anne Downs	Criminal History Review	71
04/25/2016	eyre	jane	91313C23	Acme Home Care	Anne Downs	Pending Final Decision	86
04/25/2016	Dragon	Khalesi	C2977157	Acme Home Care	Anne Downs	Criminal History Review	71
04/25/2016	Last	First	0DAAED1C	Acme Home Care	Anne Downs	Criminal History Review	71

Showing page 1 of 3

1 2 3 >

## ACCESS AN OPEN APPLICATION

1. Click the Progress bar in the correct application row

## SEARCH ALL APPLICATIONS

1. Enter an Application ID, First Name, Last Name, Facility Name or Status
2. Click the Search button
3. Click the Reset button to view only open applications

## PROGRESS COLUMN

The progress bar is a visual indicator of the application status and the percentage complete. When the progress bar is clicked you are taken to the application summary page where the next steps in the application process can be completed.

The application status and percentage complete are as follows:

- 14% Registry Checks
- 29% Pending Preliminary Decision
- 43% Payment Needed
- 71% Criminal History Review
- 71% Error Correction Requested
- 71% Waiver Requested
- 86% Pending Final Decision

Progress
14
71
86
71
86
71
71
86
71
71

# NEW APPLICATION

To enter a new application click the New Application button on the left nav bar.

The screenshot shows the 'New Application' form in the Maine Background Check Center. The form is titled 'New Application' and includes a 'Required Field' indicator. The 'Applicant Information' section contains the following fields:

- Facility: Acme Home Care
- State ID or Driver's License #: Enter ID # 7-9 characters
- Date of Birth: MM/DD/YYYY

The 'Consent' section includes a checkbox for 'I have obtained written consent from the applicant' and a link for 'Employer Packet'. The form has 'Cancel' and 'Submit' buttons at the bottom right.

## ENTER A NEW APPLICATION

1. Choose your facility (if applicable)
2. Enter the applicant's state ID, driver's license or passport # (if the ID number is longer than 9 digits, only enter the first 9 digits of the ID number)
3. Enter the State that issued the ID. Choose NA if using a passport
4. Enter the applicant's date of birth
5. Click the Employer Packet link and print the document.
6. Once the applicant has completed the employer packet, click the consent box.
7. Click Save

**i Important!** Do not use the applicant's social security number as the ID number.

## ENTER APPLICATION INFORMATION

### Enter Application Information

\* Required Field

#### Personal

First Name: *	<input type="text"/>	Date of Birth: *	<input type="text" value="08/24/1970"/>
Middle Name:	<input type="text"/>	State ID or Driver's License #: *	<input type="text" value="332211664"/>
Last Name: *	<input type="text"/>	State Issued:	<input type="text" value="ME"/>
Suffix:	<input type="text" value="Select Suffix"/>		

1. Complete all required fields in the Personal Section.

#### Alias

Add an alias

First Name: *	<input type="text"/>
Middle Name:	<input type="text"/>
Last Name: *	<input type="text"/>
Suffix:	<input type="text" value="Select Suffix"/>

Cancel

2. Click the Add an Alias button if alias information needs to be added.

#### Address

Address 1: *	<input type="text"/>
Address 2:	<input type="text"/>
ZIP Code: *	<input type="text"/>
Phone: *	<input type="text" value="example: (123) 444-5555"/>
Email:	<input type="text"/>

3. Complete all required fields in the Address Section.

**Position**

---

Category: \*

Position: \*

4. Choose the Category and Position

Professional License(s) and/or Certification(s)

**i** INFO! If the position requires a license or certification number the appropriate fields will display.

Name: \*

Number: \*

5. If the position requires a license or certification complete the required fields.

**ID Information (voluntarily submitted by applicant)**

---

Gender:  Unknown  Female  Male  Other

Race:

Place of Birth:

Height:

Weight (lbs.):

Eye color:

Hair Color:

6. Complete the ID Information fields (if applicable).

7. Click the Next button.

## APPLICATION REVIEW

### Application Review

\* Required Field



**Please review the application information.**  
If the information is correct, click the save button. If not click the edit button.  
To print this page please click the print button.

#### Application Information

Consent			
<input checked="" type="checkbox"/> I have obtained written consent from the applicant.			
Facility Information			
Name	Acme One	State	ME
Address	41 Anthony Ave.	Zip Code	04333
City	Augusta	Phone	(222) 222-2222
Name			
First Name	Louey		
Middle Name			
Last Name	Duck		
Suffix			
Address			
Address 1	1 Main St.		

1. To edit information click the Edit button.
2. To print the application click the Print button.
3. To save the application click the Save button.

### Application Review

\* Required Field



**Application Saved.**  
Application ID: 8BFAB228 has been saved in the system.  
Please click OK to return to your work queue.  
Next Steps: Complete the registry checks for this application.

Ok

Once the Save button is clicked a confirmation message will display.

4. Click the OK button.

## EXISTING APPLICANT IN MBCC SYSTEM

If the applicant already exists in the MBCC system, a message will display notifying you. If you choose to continue and click the Yes button, the application will auto-fill with previously saved information.

The screenshot shows the 'New Application' form in the MBCC system. The form is titled 'New Application' and includes a sidebar with navigation options: 'Work Queue', 'New Application', 'Registry Recheck', and 'Reports'. The main form area is divided into sections: 'Applicant Information' and 'Consent'. In the 'Applicant Information' section, there are fields for 'Facility' (Acme Home Care), 'State ID or Driver's License #' (111111111), and 'Date of Birth' (08/12/1956). Below this is a 'Consent' section with a checkbox labeled 'I have obtained written consent from the applicant' and a link to 'Employer Packet'. At the bottom of the form, a blue notification box with an information icon states: 'Great News! There is already an applicant in the system with this ID and Date of Birth. Click YES if you would like to use the information that's on file for this applicant. Click NO to re-enter the ID and Date of Birth.' There are 'No' and 'Yes' buttons next to the notification.

The following applicant information may be edited in the new application:

- Address
- Phone
- Email
- Alias(s)
- ID Information

# APPLICATION SUMMARY

After the application is saved you will access it by finding it in your work queue and clicking the progress bar. This will take you to the application summary page. From the application summary page you can add notes, complete the registry checks, make a preliminary decision and complete payment for the criminal history review.

The screenshot shows the 'Application Summary' page in the MBCC system. The page is divided into several sections, each with a progress indicator (a circle with a dot). The sections are: Application Information, Notes, Applicant Information, Registry Checks, and Criminal History. The 'Registry Checks' section is currently active and contains a table for 'Professional License(s) and/or Certification(s)'. This table has columns for License Type, License #, Status, and Date Checked. A row is shown for 'Dental Hygienist' with a license number of '111' and an 'Update/Verify License' button. Below this is a 'Required Registries' table with columns for Registry Name, Were there any adverse findings?, and Date Updated. The registries listed are Office of Inspector General, National Sex Offender Public Website, Maine CNA & DCW, and Maine Excluded Providers. Each registry has radio buttons for 'Yes' and 'No' under the 'Were there any adverse findings?' column. There is also a 'Research Additional Registries' button. An information box with a blue 'i' icon contains the text: 'INFO! Conditional Hire Option. If you determine there are adverse findings for a registry check, you may be able to request an error correction or waiver. See the Information page for further details or click here.'

State of Maine  
Department of Health and Human Services - Maine Background Check Center

Welcome Anne Downs Log Out

Work Queue  
New Application  
Registry Recheck  
Manage Users  
Reports

Version: 1.10 Build: 20160419.1 / Date: 4/20/2016

## Application Summary

- Application Information
- Notes
- Applicant Information
- Registry Checks**
- Criminal History

Professional License(s) and/or Certification(s)

License Type	License #	Status	Date Checked
Dental Hygienist	111		

Update/Verify License

Required Registries

Registry Name	Were there any adverse findings?	Date Updated
Office of Inspector General	<input type="radio"/> Yes <input type="radio"/> No	
National Sex Offender Public Website	<input type="radio"/> Yes <input type="radio"/> No	
Maine CNA & DCW	<input type="radio"/> Yes <input type="radio"/> No	
Maine Excluded Providers	<input type="radio"/> Yes <input type="radio"/> No	

Research Additional Registries

**INFO! Conditional Hire Option**  
If you determine there are adverse findings for a registry check, you may be able to request an error correction or waiver. See the Information page for further details or click here.

# REGISTRY CHECKS

Registry checks must be completed before moving forward with the criminal history review.

The screenshot shows the 'Application Summary' page in the Maine Background Check Center. The page is divided into several sections: 'Application Information', 'Notes', 'Applicant Information', and 'Registry Checks'. The 'Registry Checks' section is currently selected and expanded, showing a table for 'Professional License(s) and/or Certification(s)'. This table has columns for 'License Type', 'License #', 'Status', and 'Date Checked'. One entry is visible for 'Dental Hygienist' with license number '111'. Below this is a 'Required Registries' table with columns for 'Registry Name', 'Were there any adverse findings?', and 'Date Updated'. The registries listed are 'Office of Inspector General', 'National Sex Offender Public Website', 'Maine CNA & DCW', and 'Maine Excluded Providers'. Each registry has radio buttons for 'Yes' and 'No' under the 'Were there any adverse findings?' column. A 'Research Additional Registries' button is located at the bottom of the 'Required Registries' section.

License Type	License #	Status	Date Checked
Dental Hygienist	111		

Registry Name	Were there any adverse findings?	Date Updated
Office of Inspector General	<input type="radio"/> Yes <input type="radio"/> No	
National Sex Offender Public Website	<input type="radio"/> Yes <input type="radio"/> No	
Maine CNA & DCW	<input type="radio"/> Yes <input type="radio"/> No	
Maine Excluded Providers	<input type="radio"/> Yes <input type="radio"/> No	

## COMPLETE REQUIRED REGISTRY CHECKS

1. Click the Registry Name.
2. Review the results and determine if there were any adverse findings.
3. Click the appropriate Yes or No radio button.

**i Important!** Multiple individuals may have the same name. Review all registry information carefully to ensure you have selected the correct individual.

# PRELIMINARY DECISION

Once all registry checks have been completed, the preliminary decision section will display.

The screenshot shows the 'Maine Background Check Center' interface. At the top, it says 'State of Maine Department of Health and Human Services - Maine Background Check Center'. The user is logged in as 'Anne Downs'. The main content area is titled 'Research Additional Registries'. It contains an information box with the heading 'INFO! Conditional Hire Option' and text: 'If you determine there are adverse findings for a registry check, you may be able to request an error correction or waiver. See the Information page for further details or Click here.' Below this is the 'Preliminary Decision' section, which has an information box with the heading 'INFO! Please make a preliminary decision.' and three radio button options: 'I intend to employ this applicant. Continue to the next step: Criminal History Check', 'I do not intend to employ this applicant', and 'Applicant has withdrawn their application'. A 'Make Decision' button is located to the right of these options. At the bottom, there is a 'Criminal History' section with a dropdown arrow.

## COMPLETE PRELIMINARY DECISION

1. Choose the appropriate radio button.
2. Click the Make Decision button.

### **i** Important! Adverse Registry Findings

Adverse registry findings require a waiver or error correction (if applicable). Before choosing to continue with the next step: Criminal History Check, determine if the registry adverse finding should be considered for a waiver request or error correction. If the adverse finding does NOT constitute a waiver or error correction you should consider stopping the application process at this time by choosing “I do not intend to employ this application” or “Applicant has withdrawn their application”. Stopping the application process now will eliminate the need to make a payment for a criminal history check.

# PAYMENT

If the preliminary decision is to continue with the criminal history review the Submit Payment button will display. Click the Submit Payment button.

The screenshot displays the 'Submit Payment' page in the MBCC system. At the top, there is a 'Payment' header with an information icon and the text 'INFO! Please submit your payment.' Below this is a 'Submit Payment' button. The main form is divided into four sections: 1. Payment Method (with 'Credit Card' and 'Checking' tabs), 2. Credit Card Information (with fields for Credit Card #, Expiration Date (Month and Year), and Security Code), 3. Billing Details (with fields for First Name, Last Name, Address, Zip, City, State, and Email, and a checkbox for 'Please send an email receipt to this address.'), and 4. Submit (with a checkbox for '\* I Authorize Payment' and 'Cancel' and 'Submit Payment' buttons). An 'Order Summary' box on the right shows the product details and total amount.

## SUBMIT PAYMENT

1. Choose your payment method.
2. Enter the payment information.
3. Enter the billing details.
4. If you want a receipt emailed click the checkbox & enter an email address.
5. Click the I Authorize Payment checkbox.
6. Click the Submit Payment button.

**i Important!** The MBCC will not save CREDIT CARD information but will save BILLING information

# DETERMINATION

State of Maine  
Department of Health and Human Services - Maine Background Check Center

Welcome Anne Downs Log Out

Work Queue

New Application  
Registry Recheck  
Manage Users  
Reports

Version: 1.17 Build: 20161123.1 / Date: 11/23/2016

### Work Queue

Search

Enter Application ID, First Name, Last Name, Facility Name or Status

Search Reset

### Applications

Last Saved	Last Name	First Name	Application ID	Facility Name	Modified By	Status	Progress
11/09/2016	Duck	Louey	E1A5C926	Acme Home Care	Mark Peavey	Pending Final Decision	86
11/14/2016	Duke	Looie	A3B60EEC	HARMONY	Alex Netten	Pending Final Decision	86
11/14/2016	Duck	Louey	73D6C112	HARMONY	Alex Netten	Pending Final Decision	86
11/14/2016	Duck	Daisy	1F7DB9A8	HARMONY	Alex Netten	Pending Final Decision	86
11/14/2016	Lobster	Test	CBC0BED2	HARMONY	Alex Netten	Pending Final Decision	86
11/14/2016	Duck	Louey	ODC2E4F5	HARMONY	Alex Netten	Pending Final Decision	86

Once a determination has been made the status in the work queue will read “Pending Final Decision”.

If there is no criminal history the status will change within minutes.

If there are multiple “hits” or a positive match has been made and there is criminal history to review, extra time will be needed for the SOM ID Specialist to review the information.

A determination letter will be available for review once the status reads “Pending Final Decision”. If non-disqualifying offenses are found an email will be sent to the provider outlining the offenses.

State of Maine  
Department of Health and Human Services - Maine Background Check Center

Welcome Anne Downs Log Out

Applicant Information

Registry Checks

Criminal History

Letter	Date Received	Status
NDOB Search	11/14/2016	No Disqualifying Offense

# FINAL DECISION

A final decision is required in the MBCC system. Final decision options displayed are based on registry adverse findings and determination recommendations.

Letter	Date Received	Status
NDOB Search	11/08/2016	No Disqualifying Offense

Final Decision

**i** INFO! Please make your decision.

I don't intend to employ this applicant

Applicant has withdrawn their application

I intend to employ this applicant

Permanent Start Date: MM/DD/YYYY

Make Decision

## MAKE FINAL DECISION

1. Find the application in your work queue and click the progress bar.
2. Click the appropriate radio button.
3. If a date field is displayed enter the appropriate date.
4. Click the Make Decision button.

**i** **Important!** For grandfathered employees use the date the application was completed.

# CONDITIONAL HIRE

## ERROR CORRECTION

Any applicant may request that errors in their public records be corrected. It is the applicant's responsibility to reach out to the appropriate state or federal agency and provide any information required to correct erroneous information.

## WAIVER

Waivers may be requested based on convictions found during the criminal history check. An employer may request a waiver of a disqualifying offense if the nature of the conviction is not a factor based on the applicant's job.

Letter	Date Received	Status
NDOB Search	11/23/2016	Disqualifying Offense

**Final Decision**

Final Decision

**INFO!** Please make your decision.

I intend to employ this applicant conditionally and request a Waiver

I intend to employ this applicant conditionally and request Error Correction

I don't intend to employ this applicant

Applicant has withdrawn their application

Conditional Start Date:

**Make Decision**

## REQUEST CONDITIONAL HIRE

1. Click the appropriate radio button.
2. Enter the date of conditional hire.
3. Click the Make Decision button.

The conditional hire process is completed offline. Once all paperwork has been submitted the SOM ID Specialist will update the MBCC System with the determination. The application status will change to "Pending Final Decision" in your work queue.

## PENDING FINAL DECISION

1. Find the application in your work queue and click the progress bar.
2. Click the Change Decision button.
3. Click the appropriate radio button.
4. If a date field is displayed enter the appropriate date.
5. Click the Make Decision button.

## CHANGE DECISION

If an applicant was hired and is now separated from the employer/facility the separation decision and date must be entered in the MBCC system.

The screenshot shows a web application interface with a sidebar on the left and a main content area. The sidebar has a dark teal header. The main content area has a light gray background. At the top, there is a search bar with a magnifying glass icon and the text 'Registry Search'. Below this are three expandable panels: 'Criminal History' and 'Determination'. The 'Determination' panel is expanded and contains the following fields:

Decision:	I intend to employ this applicant		
Application Status:	Hired	Decision Date:	11/23/2016
Employment Start Date:	11/28/2016	Status Date:	11/23/2016

At the bottom right of the 'Determination' panel, there are three buttons: 'Close', 'Print', and 'Change Decision'.

## SEPARATE FROM APPLICANT

1. On the Work Queue page complete a search either by application id, first name, last name, facility name or the status "hired" to locate the applicant.
2. Click the Progress bar of the appropriate search result.
3. Click the Determination panel on the Application Summary page.
4. Click the Change Decision button.
5. Click the I intend to separate from this applicant button.
6. Enter Date Separated.
7. Click the Make Decision button.

**i Important!** An applicant that has separated from your facility will display on the registry recheck page until you change the decision in the MBCC system.

# REGISTRY RECHECKS

Registry rechecks must be completed annually.

The screenshot shows the 'Registry Recheck' page in the MBCC system. The page title is 'Registry Recheck'. On the left is a navigation menu with options: Work Queue, New Application, Registry Recheck (selected), Manage Users, and Reports. Below the menu, it says 'Version: 1.17 Build\_20161123.1 / Date: 11/23/2016'. The main content area is titled 'Applicants' and contains a table with the following data:

Applicant ID	Application ID	First Name	Last Name	Facility Name	Hired Date	Last Check	Status	Results
57f362c79ff7	09743986	Major	Major	Acme Home Care	2/20/1986	2/20/1986	-10874 days Overdue!	<a href="#">Update</a>
38c04655e64d	A570646A	Daisy	Duck	AcmeToo Home Care	8/16/2016	8/8/2016	Due in 261 days	<a href="#">Update</a>
67ee2b62027c	C467ED10	Doppel	Ganger	Acme Home Care	7/21/2015	8/9/2016	Due in 254 days	<a href="#">Update</a>
28079fd2f493	F1C4CD37	Rtwo	Dtwo	Acme Home Care	8/10/2016	8/10/2016	Due in 255 days	<a href="#">Update</a>
f76c68a6554	33A81E74	Henry	Jones	Acme Home Care	8/26/2016	8/16/2016	Due in 271 days	<a href="#">Update</a>
f76c68a6554	03EBAE04	Henry	Jones	Acme Home Care	8/31/2016	8/16/2016	Due in 276 days	<a href="#">Update</a>

## REVIEW REGISTRY RECHECKS

1. Click the Registry Recheck button on the left nav bar.
2. Click the Update button to begin the registry recheck.
3. Review the results and determine if there were any adverse findings.
4. Click the appropriate Yes or No radio button.
5. Click the Submit button.

# MANAGE USERS

Manage users allows you to add new users, generate registration information to email to your employee so they can register for access to the MBCC System and edit existing users.

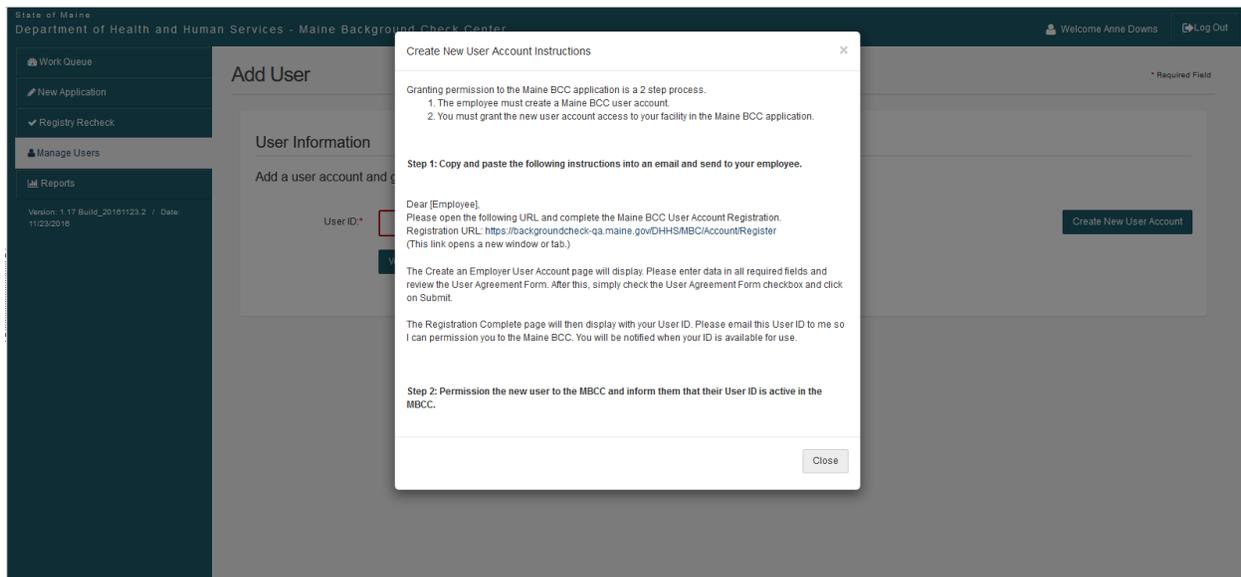
The screenshot shows the 'Manage Users' page. At the top, there is a search bar with the placeholder text 'Enter Username, First Name or Last Name'. Below the search bar is a table with the following columns: User ID, First Name, Last Name, Access Level, Date Created, and Status. The table contains one row for user 'DownsA1' with first name 'Anne' and last name 'Downs', who is an 'Administrator' created on '08/27/2015' and is 'Active'. There is an 'Edit' button next to this row. At the bottom of the table area, it says 'Showing page 1 of 1' with a pagination control.

## CREATE A NEW USER ACCOUNT

1. Click Manage Users button from left nav bar.
2. Click Add User button.

The screenshot shows the 'Add User' form. It has a section titled 'User Information' with the instruction 'Add a user account and grant facility access.' There is a 'User ID\*' field with a red border and a red error icon, indicating it is a required field. Below the field is a 'Verify User' button. To the right of the form is a 'Create New User Account' button.

3. Click Create New User Account button.



## GRANTING PERMISSION TO THE MAINE BCC APPLICATION IS A 2 STEP PROCESS.

The employee must create a Maine BCC user account.

You must grant the new user account access to your facility in the Maine BCC application.

**Step 1:** Copy and paste the following instructions into an email and send to your employee.

Dear [Employee],

Please open the following URL and complete the Maine BCC User Account Registration.

Registration URL: <https://backgroundcheck-qa.maine.gov/DHHS/MBC/Account/Register> This link opens a new window or tab.

(This link opens a new window or tab.)

The Create an Employer User Account page will display. Please enter data in all required fields and review the User Agreement Form. After this, simply check the User Agreement Form checkbox and click on Submit.

The Registration Complete page will then display with your User ID. Please email this User ID to me so I can permission you to the Maine BCC. You will be notified when your ID is available for use.

**Step 2:** Permission the new user to the MBCC and inform them that their User ID is active in the MBCC.

## ADD NEW USER ACCOUNT

1. Click Manage Users button from left nav bar.
2. Click Add User button.

State of Maine  
Department of Health and Human Services - Maine Background Check Center

Welcome Anne Downs Log Out

Work Queue  
New Application  
Registry Recheck  
Manage Users  
Reports

Version: 1.17 Build\_20161123.2 / Date: 11/23/2016

### Add User

\* Required Field

#### User Information

Add a user account and grant facility access.

User ID\*

Verify User Create New User Account

3. Enter the new User ID.
4. Click Verify User button.

State of Maine  
Department of Health and Human Services - Maine Background Check Center

Welcome Anne Downs Log Out

Work Queue  
New Application  
Registry Recheck  
Manage Users  
Reports

Version: 1.17 Build\_20161123.2 / Date: 11/23/2016

### Add User

\* Required Field

#### User Information

Add a user account and grant facility access.

User ID\*

Verify User Create New User Account

#### Update Facility Access

First Name:

Last Name:

Phone:

Access to Facility: \*

\*Acme One\*

\*Acme Two\*

\*Acme Three\*

Back Submit

5. Click the appropriate facility access.
6. Click the Submit button.

## EDIT USER ACCOUNT

The screenshot shows the 'Manage Users' page. On the left is a navigation menu with options: Work Queue, New Application, Registry Recheck, Manage Users (highlighted), and Reports. Below the menu is version information: 'Version: 1.18 Build\_20160419.1 / Date: 4/20/2016'. The main content area is titled 'Manage Users' and contains a search bar with the placeholder 'Enter Username, First Name or Last Name', 'Search' and 'Reset' buttons, and an 'Add User' button. Below the search bar is a table of users:

User ID	First Name	Last Name	Access Level	Date Created	Status	
DownsA1	Anne	Downs	Administrator	08/27/2015	Active	Edit

Below the table, it says 'Showing page 1 of 1' with a '1' button.

1. Click Manage Users button from left nav bar.
2. Locate the user in the users table.
3. Click the Edit button.

The screenshot shows the 'Edit User Profile: AshA1' page. The left navigation menu is the same as in the previous screenshot, with 'Manage Users' highlighted. Below the menu is version information: 'Version: 1.17 Build\_20161123.2 / Date: 11/23/2016'. The main content area is titled 'Edit User Profile: AshA1' and contains a 'User Profile' form. The form is titled 'Manage user information and facility access.' and contains the following fields:

- User ID: kshA1
- Last Name: \* Ash
- First Name: \* Andrea
- Phone: \* (207) 555-0100
- Email: \* Aash@email.com
- First Login: 11/1/2016 10:18:34 AM
- Last Login: 11/1/2016 10:47:04 AM
- Status: Active
- Fax: (207) 555-0510

Under 'Facility Access', there is a table with two rows, each with a checked checkbox and the text '\*Acme Three\*' and '\*Acme One\*' respectively.

At the bottom right of the form are 'Back' and 'Submit' buttons.

4. Edit the appropriate user information.
5. Click the Submit button.

# REPORTS

State of Maine  
Department of Health and Human Services - Maine Background Check Center

Welcome Anne Downs Log Out

Work Queue  
New Application  
Registry Recheck  
Manage Users  
Reports

Version: 1.10 Build: 20160419.1 / Date: 4/20/2016

## Reports

### Summary Reports

**Active Applications**  
A list of all applications that are in a state of progress and require action.

**All Applications**  
A list of all applications created by your organization in the Background Check Center.

## ACCESS PROVIDER REPORTS

1. Click the Reports button from left nav bar.
2. Click the appropriate report title.
3. Enter a date range (if applicable).
4. Download to Excel (if desired).

## TROUBLESHOOTING

For questions or to report issues with the MBCS, please contact the MBCC for technical assistance.  
Email: [mbcc-admin.dhhs@maine.gov](mailto:mbcc-admin.dhhs@maine.gov)

Phone: 888-572-5839

## RESOURCES

A selection of short videos describing key actions providers execute through the MBCS will be made available.

A User Manual is given to each provider and serves as a reference guide to local system users.