OEC – BACKGROUND CHECKS INFORMATION SYSTEM (BCIS)

2024

CONNECTICUT

BCIS – Roster Management

For CENTER-BASED Program Administrators

CONNECTICUT

CONTENTS

The following is intended for **CENTER PROGRAMS only**, Youth Camps and Family Providers, please **CLICK HERE**.

WHO NEEDS A BACKGROUND CHECK?

Childcare programs are required to submit background checks if they are:

- Licensed childcare centers and group childcare homes.
- Licensed family childcare homes.
- License-exempt childcare facilities (e.g., schools or municipal operated) that receive funding from Care 4 Kids.

People who need a background check at least every five years include:

- Childcare staff members, including employees and volunteers aged 16 and older who care for children or have unsupervised access to children.
- Family childcare home providers, assistants, and substitutes.
- Everyone ages 18 or older who lives in a licensed family childcare home.

WHY DO I NEED A BACKGROUND CHECK?

It's both a federal and state law requirement. It's all about safety. Children thrive when they are cared for by people they trust in a secure, safe environment. OEC completes comprehensive background checks on people who have unsupervised access and provide direct care to children in Connecticut (as well as household members aged 18 and older in family childcare homes).

OEC ensures that staff do not have certain criminal or sexual convictions (see the below list of Disqualifying Crimes), child abuse, or neglect substantiations that could make them unsuited to provide care to children or have access to children.

Click here to view the current Disqualifying Crimes list.

IMPORTANT FACTS

- A completed background check includes not only the submission of the required forms and fingerprints, but the results of these checks must be received and recorded.

- The submission and review of your background check requires that you submit all the required documentation and information as described in the instructions below.

WHERE DO I BEGIN?

INTRODUCING BCIS

The Background Check Information System (BCIS) is a tool to help you submit required information to OEC. It streamlines the process of getting a background check for staff.

Before You begin

IMPORTANT MESSAGE REGARDING BROWSERS

Make sure to use an up-to-date browser like **Microsoft Edge** or **Google Chrome** when using BCIS. Some browsers such as Safari or Firefox may **not** be fully compatible with BCIS requirements.

OEC recommends using a desktop computer when accessing BCIS. We recognize the growing number of individuals accessing BCIS on mobile devices and we are making periodic updates in an attempt to improve compatibility across all browsers and devices. Unfortunately, BCIS is not yet mobile-friendly.

OBTAINING ACCESS TO BCIS

To obtain your BCIS access required to create and manage your program roster, you must have an approved license for your program(s). Please ensure that the proper application has been completed and submitted to our licensing department.

Once your application has been approved, you will receive an email invitation to join BCIS which grants you the administrative access to manage your program roster(s) upon activating the invitation.

If not done already, please visit: Licensing - Connecticut Office of Early Childhood for more information, before proceeding.

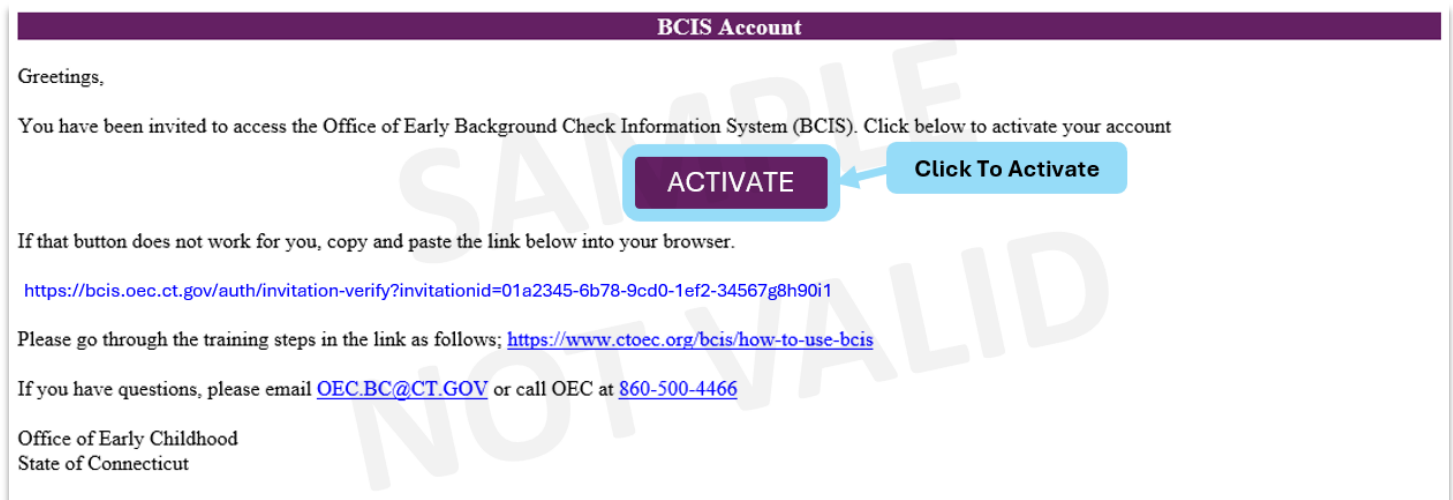If you have submitted your application and your license is currently pending, please proceed.

YOUR BCIS ADMINISTRATIVE ACCESS

1. **Check your email for an invitation to create an account.**

Once your program license is in pending status, BCIS will send you an invitation to be an Administrator for your licensed BCIS Roster(s).

Upon receiving this email, please click on the **ACTIVATE** button.

BCIS Account

Greetings,

You have been invited to access the Office of Early Background Check Information System (BCIS). Click below to activate your account

ACTIVATE ← **Click To Activate**

If that button does not work for you, copy and paste the link below into your browser.

https://bcis.oec.ct.gov/auth/invitation-verify?invitationid=01a2345-6b78-9cd0-1ef2-34567g8h90i1

Please go through the training steps in the link as follows; https://www.ctoec.org/bcis/how-to-use-bcis

If you have questions, please email OEC.BC@CT.GOV or call OEC at 860-500-4466

Office of Early Childhood
State of Connecticut

NOTE - If you do not receive this email, please check your spam, or junk folder. If you still have not received this email, please contact OEC legal at OEC.BC@ct.gov for assistance.

2. Create your account.

Once you click the activation link, you will be prompted to enter your email address, create a password, and register your account in the next screen below. **Please use the email registered with your application, this is the same email where your invite was sent to**.

After registering your account, you should see an email from **OECBCIS@ct.gov** with the subject "BCIS – Confirm your account". Open that email and click the button to "Verify your account".

IMPORTANT! – OECBCIS@ct.gov is an unattended mailbox. Please do not reply or use this email to contact us.

Example of the 2nd email to verify your account:

Once your account is registered, you can proceed to log in using the password you created. For security reasons, you will be prompted to confirm your date of birth.

ct.gov/oec

SUBMITTING A BACKGROUND CHECK

All program administrators and family providers must complete a background check. If you have already completed your background check or have one in progress, .

If you have separate logins for a personal account and your program roster account, please ensure you log in to your personal account to complete your background check. If you use a single login for both your personal and program roster accounts, you can proceed to the next step without switching accounts.

After completing your account registration, you will need to log in to BCIS and create your account profile. Once logged in, click on the **'Person Detail'** tab to begin entering your personal demographic information.

> **IMPORTANT!** – Your legal name MUST be used and must match your government issued ID or Passport. Nicknames are not accepted.

Step 1 – Clicking on the '**Person Detail'** tab will open the demographics section where you will need to enter your personal information such as **Full Legal Name**, **Date of Birth**, **Gender**, and **Identification Type** and the **Background Check type** you wish to submit.

> IMPORTANT! – CENTERS AND FAMILY CHILDCARE PROVIDERS will default to TRADITIONAL background checks.

Step 2 – Clicking on the '**Alias'** tab allows you to enter other names you may have used in the past such as a maiden or married name.

SUBMITTING A BACKGROUND CHECK

Step 3 – Clicking on the '**Address Information Tab**' will open the address section where you will need to provide at least **5 years** of address history or **60 months**. The address must be entered from the most current to the oldest until BCIS displays the text "**You currently entered 60 (or more) months**" in a 'green' color, if you see the text in 'red', it means you have provided less than 60 months of address information which is not sufficient. **Note that BCIS will not allow you to proceed until you add 60 months or more of address history.**

Once the **green text** is displayed, the **purple** '**Start a Background Check**' button will be available, please click on this button to proceed to the Background Check request form.

SUBMITTING A BACKGROUND CHECK

Step 4 – Clicking on the '**Start a Background Check'** button will open the background check request form where you will need to complete the following 5 sections:

- **Section 1** – Terms & Conditions. **(Enter Name & Date)**
- **Section 2** – DCF form. **(Enter Name & Date)**
- **Section 3** – FBI Privacy Notices. **(Enter Name & Date)**
- **Section 4** – Fingerprint Submission. **(Follow on-screen prompts)**
- **Section 5** – Digital Fingerprint Appointment. **(Follow on-screen prompts)**

After completing all 5 sections, click the '**Submit'** button to complete the background check submission process.

IMPORTANT! – Exiting the Background Check form without clicking the '**Submit'** button will not generate the proof of consent documents required for your fingerprint appointment. **Please ensure to click the 'Submit' button to complete your submission.**

BACKGROUND CHECK SUBMISSION CONFIRMATION

After fully submitting your background check request form in BCIS, the submission confirmation page will be displayed. This page provides a summary of the completed background check form sections, ATN information, and the FBI Privacy consent proof documents required for the fingerprint appointment.

The download options can be found in the '**Signed FBI Privacy Consent Requirement'** section. Clicking on the **purple** buttons labeled **BCIS ID**, **FBI Consent**, and **Print Confirmation,** will allow you to download the document onto your computer or mobile device.

YOUR BCIS ID CARD AND SIGNED FBI PRIVACY CONSENT

You may also access the proof of consent documents by clicking on the **credit card icon** to access your **BCIS ID Card** or clicking on the **'FBI Privacy Consent'** link located on the main menu of the BCIS window as highlighted in the image below.

IMPORTANT! – If your BCIS ID does not show the '**PRIVACY CONSENT DATE OR NAME'**, and if clicking the '**Privacy Consent**' link shows a message that the document is **not** available, it means you did not fully submit your background check, please go back, and click the '**Submit**' button to complete the process**.**

CT Early Childhood – Legal Division   450 Columbus Blvd, Ste 300 | Hartford, CT 06103   Phone: 860-500-4466

MANAGING YOUR PROGRAM ROSTER

[Image 1 – Roster Link via Main Menu]
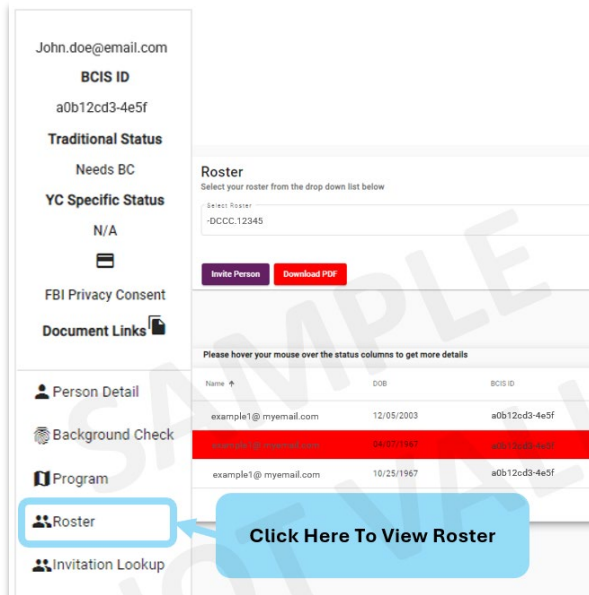
Clicking on the "**Roster**" link (**See left image 1**) in the main menu located on the far left of the BCIS window will display the roster view for your program (**See image 2 below**).

The roster section allows you to view your program roster and staff information. This is also where you can manage the background checks for your staff.

The next several pages will take you through the steps of managing background checks, updating your own information, inviting new staff to your roster, invite staff members to complete background checks and completing a background check.

[Image 2 – Roster View for Program Admins]
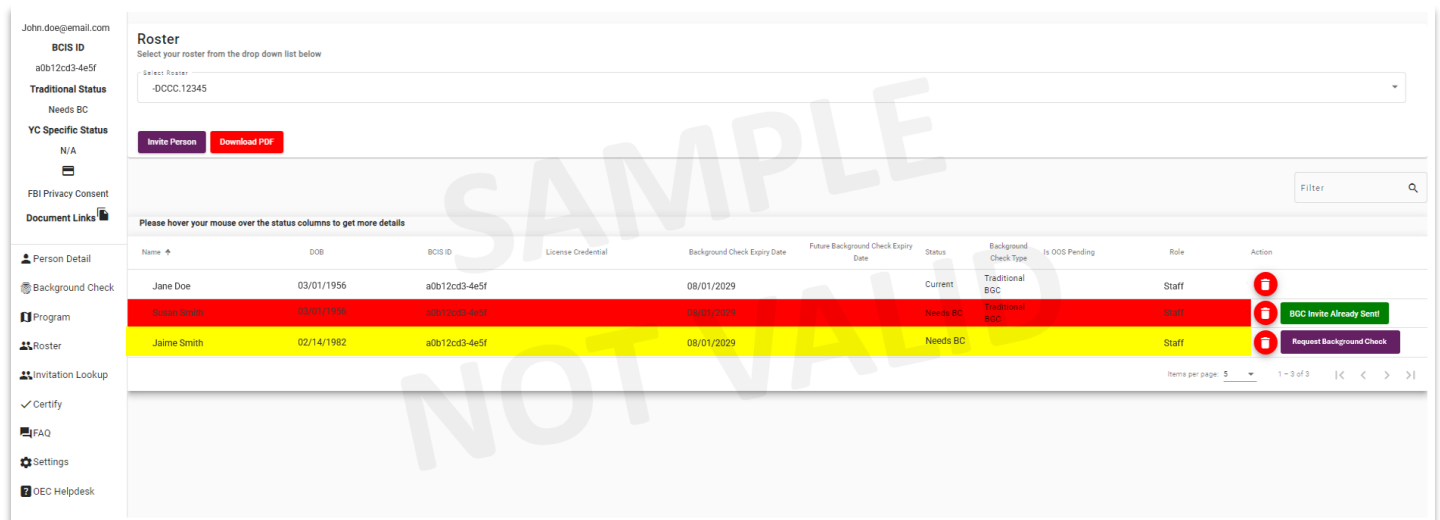
Note: When viewing your roster, BCIS will show a colored highlight so that you can easily see which members background check requires attention.

- **Yellow Highlight** = The individual is within 6 months of the expiration date and may begin a new one.
- **Red Highlight** = The individual has an expired background check or has not started one.

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STAFF BACKGROUND CHECK PROCESS OVERVIEW

The image below shows the general Background Check process from start to end.

STEP 1 - Add staff to roster or invite to join BCIS by sending invitations.

STEP 3 - Background Check invitations are sent to individuals without a "Current" background check.

STEP 5 - Repeat all steps for each staff until all are in Current status.

STEP 2 - Staff members accept invitations sent to their emails.

STEP 4 - Staff members accept invitations and complete background checks.
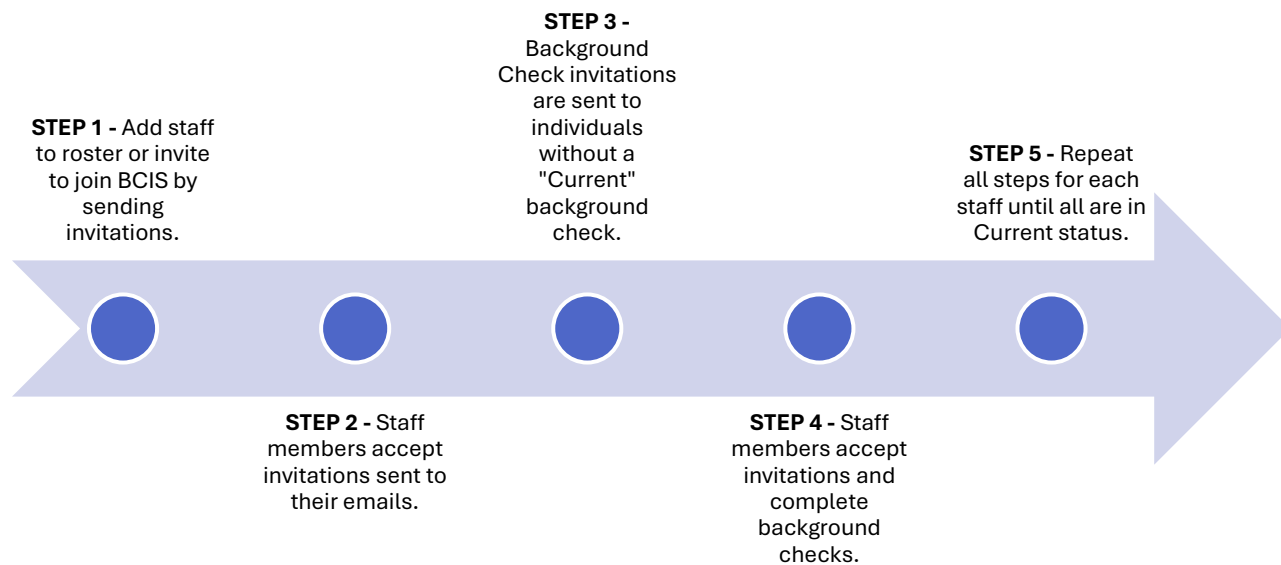
| ROSTER INVITATIONS

INVITING EXISTING ROSTER MEMBERS TO ENROLL IN BCIS

You may find that some members of your roster may have an existing BCIS profile, but they have yet to create a BCIS account. For this occasion, you may invite the individual to join BCIS by clicking on the **purple** "**Invite to BCIS**" button.

While on the Roster Screen:

- **Step 1 –** Click on the **purple** "**INVITE to BCIS**" button next to their name. This will open a pop-up window.

- **Step 2 –** In the next window (See image below):
  - Enter an individual email address for the household/staff member.
  - Select the 'Program Roster' and 'Employment Type' for the household/staff member.

- **Step 3 –** Click on the **purple** "**SUBMIT**" button to send the invitation.

What's Next? – The individual will then receive an email stating that your program has invited them to BCIS, and they will need to follow the instructions to create their account and establish their username and password. (Please see staff instructions for creating an account and completing a background check - HERE)

| ROSTER INVITATIONS

INVITING STAFF WHO ARE NOT ON YOUR ROSTER TO ENROLL IN BCIS

If you determine that there are staff members that are not on your roster, you will need to invite them to join your roster:

Step 1 – Select the roster from the drop-down menu.

Step 2 – Click on the "**INVITE PERSON**" purple button.

Step 3 – In the next screen (below), **Search BCIS** for the person you wish to invite using the person's **Name** and **Date of Birth**.

Alternatively, if the person you are inviting has an existing BCIS account or profile, ask them to log into their profile and provide you with their **BCIS ID**.

> **Note**: Including the **SSN** or **Zip Code** in your search may not provide the best results.

Step 4 – Click on the purple "**SEARCH**" button.

Tip: For best results try searching by **BCIS ID Number** if available (**must have existing profile**) – **OR** – You may also try searching by Name & Date of Birth. Please note that including the SSN, ITIN, or Zip Code may not always return results.

| ROSTER INVITATIONS

INVITING STAFF WHO ARE NOT ON YOUR ROSTER TO ENROLL IN BCIS

When sending invitations to someone with an *existing* BCIS profile, the section in the image below will be displayed. You will need to select the program you wish to add the individual to and specify the staff role.

Please take note of the section with checkbox highlighted below, check this option **ONLY** if the individual has not worked for an OEC licensed childcare program for 6 months or more (180+ days). **As mandated by federal law, anyone having a childcare employment gap of 6 months or more is required to complete a new background check**.

Additionally, please know that selecting this option will render any existing background check components invalid and require a new background check to be completed. If this option was selected in error, please contact OEC.BC@ct.gov for assistance.

The record below matches the search criteria you entered. Click **Add** to add this person to your program roster. If their background check status is not current, you can send them an invitation f

Name: John Doe

Identification: Unknown

Status   Needs BC

DOB: 01/01/1999

Please select your program
DCCC.12345

Please select Employment Type
Staff

☐ Please check this box **ONLY** if this applicant has not been employed by a state of Connecticut licensed child care program within the last 180 days

Add

• Select this option **ONLY** if the individual has not worked for an **OEC licensed childcare program** for 6 months or more (**180+ days**).

Please confirm selections:

BGC Type :   Traditional BGC

Roster :   DCCC.12345

Role :   Staff

Name :   John Doe

DOB :   01/01/1999

Notice: You have identified this individual as unemployed from an OEC Licensed Childcare program for 6 months or more (180+ days). In doing so, this individual **must** submit a new background check. If this was done in error, please click below to go back and uncheck this option before proceeding. If this information is correct, click confirm to continue.

Go Back   Confirm

After clicking the purple 'Add' button, BCIS will show a pop-up window where you may confirm the information entered for the invitation.

If the information displayed on the pop-up window *is not* correct, click the **'Go Back'** button to make any corrections on the previous screen.

Otherwise, if the information displayed *is* correct, click **'Confirm'** to send the invitation.

IMPORTANT – If you have selected the option indicating that the individual has a 6-month employment gap, the notice seen in this image will be displayed. Please read carefully, and **'Go Back'** if selected in error.

| ROSTER INVITATIONS

INVITING STAFF WHO <u>ARE NOT</u> ON YOUR ROSTER TO ENROLL IN BCIS

If the individual you are inviting **does not** have an existing account, BCIS will indicate this in the bottom section of the search screen as an alert in red text. You may revise your search and try again or proceed to invite the individual to join BCIS if they are not found.

To invite the individual to create a BCIS account, complete the sections on screen as follows:

- **Step 1:** Select the program where they will be employed.

- **Step 2:** Select their role (Staff, Volunteer)

- **Step 3:** Enter the persons email (Personal email is recommended).

- **Step 4:** Click the **purple** '**Send Invite'** button.

After clicking the ***send invite*** button, BCIS will show a pop-up window where you may confirm the information entered for the invitation. If the information displayed on the pop-up window ***is not*** correct, click the **'Go Back'** button to make any corrections on the previous screen. Otherwise, if the information displayed ***is*** correct, click **'Confirm'** to send the invitation.

 What's Next? – The individual will receive an email invitation to join BCIS. Accepting the invitation will direct the individual to the BCIS registration page where they will create their username, password, and confirm their account.

Once they have completed the account registrations and gained access to BCIS, they may proceed to enter their profile information, and create a new background check.

REQUESTING BACKGROUND CHECKS FROM YOUR STAFF

All program administrators will be responsible for managing their own background checks, as well as the background checks for their roster members. Upon logging into your BCIS account for the first time, please note the status of the background checks of all those on your roster. The status of everyone on your roster can be found in the 'Status' column next to their name. The date in that column will either be a past date, or a date in the future, indicating when the background check will expire.

Existing BCIS members:

When you add someone to your roster with an existing BCIS account, they will be added to your roster where you are able to view if they have a completed background check or not.

- If the person has a '**Red Highlight**' this means that their previous background check has expired, or they have not started one. This is also indicated in the '**Status**' column as '**Needs Background Check**' or '**Needs BC**' for short.

- If the person has a '**Yellow Highlight**', this means that they have entered the 6-month window before their expiration date. In this scenario, the status will show 'Current' until the expiration date. When the new background check is completed, the highlight will be removed, and a new expiration date will appear in the 'Future Expiry Date' column.

A purple button with the text '**Request Background Check**' will be visible on the far right for anyone needing a background check. Clicking this button will send the individual an email request to start a background check via their BCIS profile.

Tip: Hovering your mouse cursor over each status in the 'Status' column will display a description of the status.

What's Next? – The individual will need to accept the invitation and complete the necessary steps which may involve, updating personal demographic information, and ensuring they have added at least **5 years (60 months)** of address history which will then allow them to proceed to the background check request form.

IMPORTANT: Individuals must provide the 5-year address history to access the background check request form in BCIS.

New BCIS members:

When you invite someone to your roster that **does not** have an existing BCIS account, the background check request is included, allowing them to submit a background check request via their profile once they have activated the invitation, created their account username & password, and completed their personal demographic information & address history.

PROGRAM MANAGER INVITATIONS

As the program administrator, you can assign a staff member to "**Program Manager**" so that they may assist with the roster management. A program manager invitation grants the selected individual the same rights as the administrator, but only the administrator can invite program managers. This is done by sending a program manager invitation to the selected individual as follows:

- **Step 1** – Click on the "**Programs**" tab located on the main menu to the far left of the BCIS window.

- **Step 2** – Click on the "**Invite Manager**" tab.

- **Step 3** – Click on the dropdown options menu and select the program they are to manage.

- **Step 4** – Enter the personal email for the staff member you wish to invite as a program manager.

- **Step 5** – Click on the purple "**Invite Manager**" button to send the invitation.

What's Next? – The selected individual will receive a "**Program Manager**" invitation by email. Upon accepting the invitation, they will be granted Program Manager access to assist in managing the specified roster.

IMPORTANT ITEMS TO REMEMBER REGARDING BCIS INVITATIONS

1. **Please make sure that each staff member on your roster has their own individual email address.**

2. Personal emails are required for staff members so that they can maintain access to their BCIS profiles if they switch programs in the future.

3. An email cannot be shared and can only be used once per account, each person must use a unique email address.

4. It is important for all the staff on your roster to enroll in BCIS so that when they are due for a background check, they will have access to their account and be able to complete the steps necessary to ensure that their background checks remain "Current".

MANAGING INVITATIONS SENT FROM YOUR ROSTER

All program **administrators**, **program managers**, and **family childcare providers** now have access to the newly added '**Invitation Lookup**' screen which allows administrators to monitor all invitations sent form a roster.

The Invitation Lookup screen will display information for each invitation sent from your roster such as, the email used for the invitation, the invitation type, the date the invitation was sent, the invitation status, and the invitation accepted date.

In this screen you are also able to **cancel**, **edit**, and **resend** an invitation as necessary.

> **Note** - Only invitations which have not been accepted can be edited.

Managing Invites:

- **Resend Invite** – The 'Resend Invite' button is available **only** if the invitation has **not** been accepted yet.

- **Editing** – If an invitation contains an error, clicking the "✏️" icon will allow you to make corrections and resend.

- **Canceling** – If an invitation is no longer needed, clicking the "❌" button will allow you to cancel that invitation.

Types of Invitations:

- **Program Admin Invite**: An invitation sent to program administrators and providers upon the licensing application reaching a 'Pending' status which grants the administrative access to manage a program roster via BCIS.

- **Program Manager Invite**: An invitation sent to an appointed staff member that allows the individual to assist in managing the roster. (**Note**: Only Program Administrators may invite Managers).

- **Roster Invite**: An invitation sent to an individual to join a program roster specified by the program administrator or manager. (**Note**: If the individual already has an existing BCIS account and profile, they will be immediately added to your roster. If the person does not have an account, an invitation will be sent to their email).

- **Background Check Invite**: A request sent via the BCIS roster by the program roster administrator or manager to existing roster members requesting that they start a background check.

- **Account Missing Invite**: An invitation sent to an individual when they have an existing BCIS profile but have not yet created an account username & password.

ct.gov/oec

BACKGROUND CHECKS INFORMATION SYSTEM (BCIS) STATUS DESCRIPTIONS

Needs Background Check (Needs BC or NBC): OEC does not have a record for this person within the last 5 years in our background check system. This means the person's background check has expired or they have not yet started one. Therefore, they are currently due for a background check. If you believe this may be incorrect, please email the OEC Legal Department – Background Checks Unit at OEC.BC@ct.gov

Awaiting Fingerprints (AWF): OEC has received the DCF and FBI consent forms and is now waiting for fingerprints. If your digital fingerprints were sent very recently, they may be in the queue for data entry. **Please check back two (2) weeks after fingerprints were taken**.

Work Supervised (WSP): The OEC has received criminal background check results for this person but at least one other component of their background check is still in progress. Other components include child protective services checks (**DCF**), sex offender registry checks (**NSOR**), and out of state checks (**OOS**) if this individual has lived in another state in the past five years. In this status, newly hired staff may begin working with children in a childcare facility but must remain supervised by another staff member who has a "current" background check status in BCIS. When a staff member's status updates to "current" then they are permitted to work in a childcare facility without supervision.

Current (CUR): The OEC has verified a current background check for this person in our system. The expiration date shown is the maximum due date for this person's next required check. Individuals may start a new background check as early as 6 months prior to the expiration date. Please be sure they start the process 45-60 days prior to the date shown to maintain their eligibility for childcare employment. This status is eligible once all background check components are completed such as **DCF**, **Fingerprints**, **NSOR**, and **OOS** if the person has lived in another state in the past five years.

For more information

- Log in to BCIS (bcis.oec.ct.gov)
- Visit the OEC website (www.ctoec.org/background-checks)

Rev. October 2024

BCIS MAIN MENU OVERVIEW

Please take a moment to familiarize yourself with the top section of the BCIS main menu located to the far left of the BCIS window.

This menu is accessible only to individuals with a registered BCIS account.

MAIN MENU (TOP)

John.doe@email.com

BCIS ID

a0b12cd3-4e5f

Traditional Status

Needs BC

YC Specific Status

N/A

FBI Privacy Consent

Document Links

SECTION	DESCRIPTION
• Email	Emal registered to BCIS account.
• BCIS ID	Unique ID assigned to each BCIS member with a registered account.
• Traditional Status	Displays the status for Traditional Background checks which requires fingerprinting.
• Youth Camp Specific Status	Displays the status for Youth Camp Specific background checks which **DO NOT** require fingerprints. Applies to Youth Camps **ONLY**.
• BCIS ID Card	The BCIS ID Card contains the background check credentials such as persons Name, BCIS ID Number, Background Check Status, Privacy Consent Signed Date, and Privacy Consent Signature. The consent signed date and signature will only show once the person completes all 5 sections of the background check request form in BCIS and clicks the 'Submit' button to complete the process.
• FBI Privacy Consent	Click here to view, download, or print your background check submission confirmation summary, FBI Privacy consent notices, and BCIS ID card.
• Document Links	Contains BCIS reference guides.

BCIS MAIN MENU OVERVIEW

Please take a moment to familiarize yourself with the bottom section of the BCIS main menu located to the far left of the BCIS window.

Note: Only Program Administrators can view all sections shown in the image below.

MAIN MENU (BOTTOM)

| Person Detail |
| Background Check |
| Program |
| Roster |
| Invitation Lookup |
| Certify |
| FAQ |
| Settings |
| OEC Helpdesk |
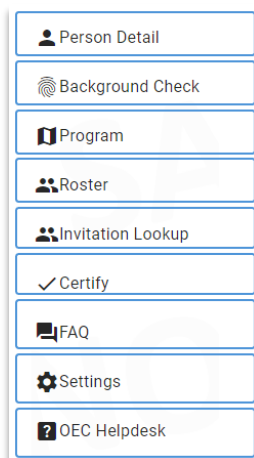
SECTION	DESCRIPTION
• Person Detail	This section contains the personal demographic information for each BCIS member, such as: Name, Date of birth, SSN, Alias, and Address History.
• Background Check	This section contains the Background Check Request form. Note: This section is only accessible when the 5-year address history (**60 months**) has been entered.
• Program	This section contains the Program Manager Invitation tab and NAFCC accreditation information (**NAFCC applies to Family Childcare programs only**).
• Invitation Lookup	This section allows program administrators, program managers, and family childcare providers to monitor and manage every invitation sent to members of their rosters.
• Certify	This section pertains to Youth Camps only and allows Youth Camp directors to certify their staff roster members.
• FAQ	This section contains frequently asked questions and solutions.
• Settings	This section allows BCIS members with registered accounts to review and reset account login information.
• OEC Helpdesk	This section allows BCIS members with registered accounts to create an OEC Helpdesk Ticket.

ADDITIONAL INFORMATION

► **Common Terms**

TERMS:	ABBREVIATIONS:
• Background Checks Information System	BCIS
• Background Checks	BGC
• Fingerprints	FP
• Out-Of-State	OOS
• Applicant Tracking Number	ATN
• Connecticut Criminal History Record System	CCHRS
• Department of Emergency Services and Protection	DESPP (FBI / State Police)
• United Way	UW / 2-1-1
• Local Police Department	LPD

► **Web Resources**

RESOURCE:	WEB LINK:
• OEC Website | Background Checks Overview	https://www.ctoec.org/background-checks/
• For the Latest Background Check News	https://www.ctoec.org/background-checks-news/
• OEC Website | Licensing Overview	https://www.ctoec.org/licensing/
• For the Latest Licensing News	https://www.ctoec.org/licensing/licensing-news/

► **Need Help?**

SUPPORT:	CONTACT INFORMATION:
• BCIS - Background Check Support	OEC.BC@ct.gov
• BCIS - Out-Of-State Inquiries	OEC.BCResults@ct.gov
• Licensing Questions	OEC.Licensing@ct.gov
• OEC Help Desk	https://helpdesk.oec.ct.gov/

ROSTER CHECKLIST

The following checklist is meant to serve as a point of reference as you proceed to manage your program roster.

DOING	DONE	TASK	OEC CONTACT
☐	☐	Apply and Submit Program License Application.	OEC.Licensing@ct.gov
☐	☐	Application reviewed, pending status reached.	OEC.Licensing@ct.gov
☐	☐	Receive BCIS Access via Administrative Email Invitation. **(Sent 24 hours after application reaches a pending status)**	OEC.BC@ct.gov
☐	☐	**For Administrator, Providers** - Completed Background Check.	OEC.BC@ct.gov
☐	☐	Add Staff / Household Members to roster.	OEC.BC@ct.gov
☐	☐	Ensure all roster members have a completed background check.	OEC.BC@ct.gov
☐	☐	Continued monitoring of Roster to ensure all staff or household members have a completed background check.	OEC.BC@ct.gov

FREQUENTLY ASKED QUESTIONS (FAQ)

Question (1)	I want to start a new program, what do I need to do? (Admins/Providers Only)
Answer	• As a program owner/administrator, you must first submit the appropriate application to our licensing department. Once your application is reviewed, you will receive BCIS access. For more information, please visit https://www.ctoec.org/licensing/ or contact our licensing department at OEC.Licensing@ct.gov.

Question (2)	Where can my staff find proof of a signed FBI Privacy consent?
Answer	• The FBI Privacy consent proof documents are made available once an individual completes all 5 sections of the background check request form in BCIS and clicks the '**Submit'** button to complete the process. • Immediately after submitting the form, the 'Submission Confirmation' page is displayed providing the download options found in the 3rd section of the page such as the **FBI Privacy Consent Notice**, **BCIS ID Card**, and the **Submission Confirmation** as well. Additionally, you may obtain these documents by clicking on the 'FBI Privacy Consent' link or the BCIS ID (Credit Card Icon) on the main menu. • Please note that the proof of the signed consent is made available **ONLY** after completing and submitting the background check request form in BCIS. If you have not submitted this form, the Signed Consent Name & Date will **NOT** show on the BCIS ID Card, and FBI Privacy Consent document will not be available.

Question (3)	Why are there two expiration dates listed for some of my staff?
Answer	• When an individual completes a background check within the 6 months window before their previous expiration date is due, the yellow highlight will be removed from the BCIS roster view, and a new expiration date will show under the '**Future Expiry Date**' column. Once the previous background check expires, the 'Future Expiration Date' will become primary

Question (4)	What do the 'Red' and 'Yellow' highlights in my BCIS roster mean?
Answer	• When viewing your roster, BCIS will show a colored highlight so that you can easily see which members background check requires attention. A **Yellow Highlight** means the individual is within 6 months of the expiration date and may begin a new one. A **Red Highlight** means the individual has an expired background check or has not started one.

Question (5)	How can my staff regain access to their background check request form?
Answer	• If an individual starts a background check and decides to complete it later, they find that BCIS has locked their background check form, this is done for security reasons. To regain access, they must contact OEC.BC@ct.gov so that the background check form can be unlocked.

FREQUENTLY ASKED QUESTIONS (FAQ)

Question (6)	How long does it take to complete an Out-Of-State background check?
Answer	• Every US state and Territory has its own specific procedures and processing timeframes for that out of state check. OEC staff have researched all the instructions that we email to you to assist you in this process. However, states may make updates on an ongoing basis that OEC may be unaware of. If you have questions or concerns, please email OEC.BCResults@ct.gov so that we may address those concerns. **Please Note**: The OEC **has no control over other states' processing times.**

Question (7)	Will BCIS notify us when the background check is completed?
Answer	• BCIS will reflect the completed background check by showing a 'Current' status and an expiration date for each individual on the program roster and the BCIS profile for each individual.

Question (8)	How can I get a copy of my background check results?
Answer	• OEC does not provide a copy of background check results; however, you may log into your BCIS profile to view your background check status or download your BCIS ID card which contains your credentials.

Question (9)	I am a new administrator; how do I get access to the roster?
Answer	• Contact OEC.BC@ct.gov for assistance.

Question (10)	A staff member wants to update the email used for BCIS, what do I do?
Answer	• To have this updated, contact OEC.BC@ct.gov.

Question (11)	An invitation was sent to the wrong email, what do I do?
Answer	• All administrators, program managers, and family childcare providers can **monitor**, **edit**, **resend,** or **cancel** invitations as necessary via the **Invitation Lookup**.

FREQUENTLY ASKED QUESTIONS (FAQ)

Question (12)	The email used for an invitation contained a typo, what do I do?
Answer	• All administrators, program managers, and family childcare providers can **monitor**, **edit**, **resend,** or **cancel** invitations as necessary via the **Invitation Lookup**. Click here to go to page 19.

Question (13)	How do I remove someone from my roster?
Answer	• You may remove someone from your roster by clicking on the red 'Trash bin' icon located on the far right next to the person's name in the Roster tab.

Question (14)	What if my staff decided to get fingerprinted with an agency other than what they specified in BCIS?
Answer	• The individual will need to notify OEC.BC@ct.gov of the change. If an appointment was already created, we advise that the individual call the agency at least 24 hours ahead of the scheduled date to cancel an appointment if necessary.

Question (15)	I cannot access my BCIS account, what do I do?
Answer	• Please contact OEC.BC@ct.gov or create a ticket HERE.