

Youth Camp Administrator BCIS Roster Management

What is a comprehensive background check?

A comprehensive background check consists of the following:

- a criminal history records check based on fingerprints OR an internet search of the Judicial Department web site based on name and date of birth,
- a check of the Connecticut child abuse registry, and
- a check of the National Sex Offender Registry Public Website maintained by the United States Department of Justice.

Who needs a comprehensive background check?

As of 10/1/22, all prospective youth camp employees who are 18 years of age or older who are applying for a position that requires the provision of care to a child or unsupervised access to a child must complete a comprehensive background check through the OEC's Background Check Information System (BCIS).

What youth camp employees do not need a comprehensive background check?

The following employees do not need a comprehensive background check:

- An employee who holds a current J-1 visa, H-1B visa or R-1 visa issued by the United States Department of State
- An employee who is less than 18 years of age
- An employee who does not provide direct care to children *and* who does not have unsupervised access to children

What if an individual was already employed by the camp on or before 9/30/22?

An individual who was employed in a year-round permanent (not seasonal) position at the camp on or before 9/30/22 and who is in a position working with or having unsupervised access to children must submit to a comprehensive background check within five years of the date of hire and every five years thereafter. If the individual has been employed for more than five years, they must submit to a comprehensive background check immediately.

How long is a comprehensive background check good for?

Once the comprehensive background check is completed, that individual is not due for another background check for five years from the date of completion of the background check unless otherwise requested by the OEC.

Does an OEC comprehensive background check completed for employment in a licensed child care program meet the requirements for employment at a licensed youth camp?

Yes, an OEC comprehensive background check completed for employment at a licensed child care program satisfies the background check requirement for employment at a licensed youth camp. However, an OEC comprehensive background check completed for

employment at a licensed youth camp will only meet the requirements for employment at a licensed child care program if such background check was completed based on fingerprints

Why do I need a background check?

It's all about safety. Children thrive when they are cared for by people they trust in a secure, safe environment. That's why the OEC completes comprehensive background checks on people who provide direct care to children in Connecticut.

We make sure that they do not have a history of criminal or sexual offenses, child abuse, or neglect that could make them unsuited to provide care to children or have access to children.

Important Facts:

- A completed background check includes not only the submission of the required forms and/or fingerprints - the results of these checks must then be received, processed and recorded.
- The submission and review of your background checks requires the submission of all the required documentation and information as laid out 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 dramatically streamlines the process of getting a background check for all youth camp staff.

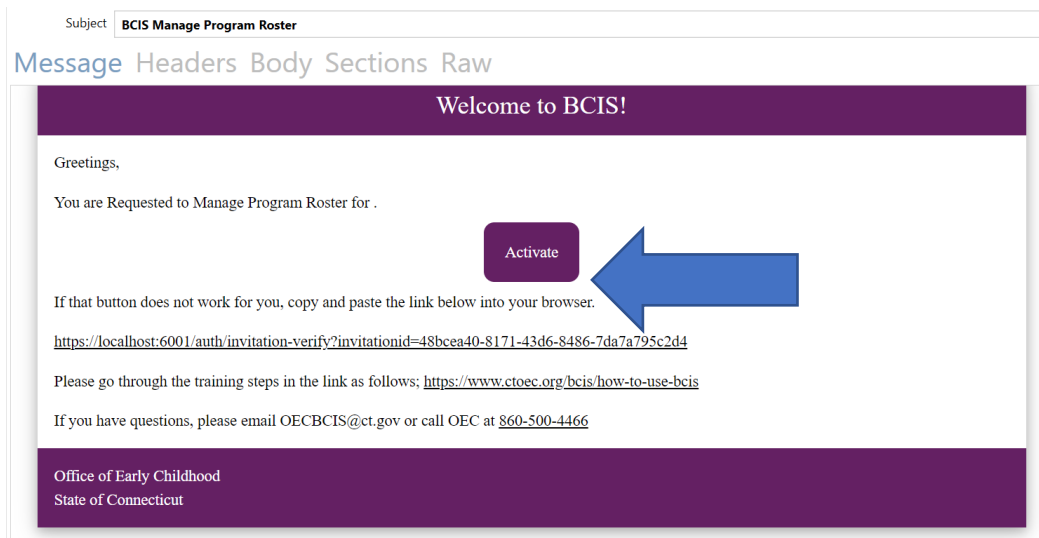
Before you begin

Make sure to use an up-to-date browser like Chrome, Edge, Firefox, or Safari with BCIS. Note that BCIS will **not** work with Microsoft Internet Explorer. Microsoft has officially retired Internet Explorer – it's no longer updated or supported.

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

OEC will send you an invitation to be an Administrator for your license's BCIS Roster.

When you receive this email click on the ACTIVATE button.



If you don't get the email, check with OEC legal at oebc.bc@ct.gov.

2. Create your account

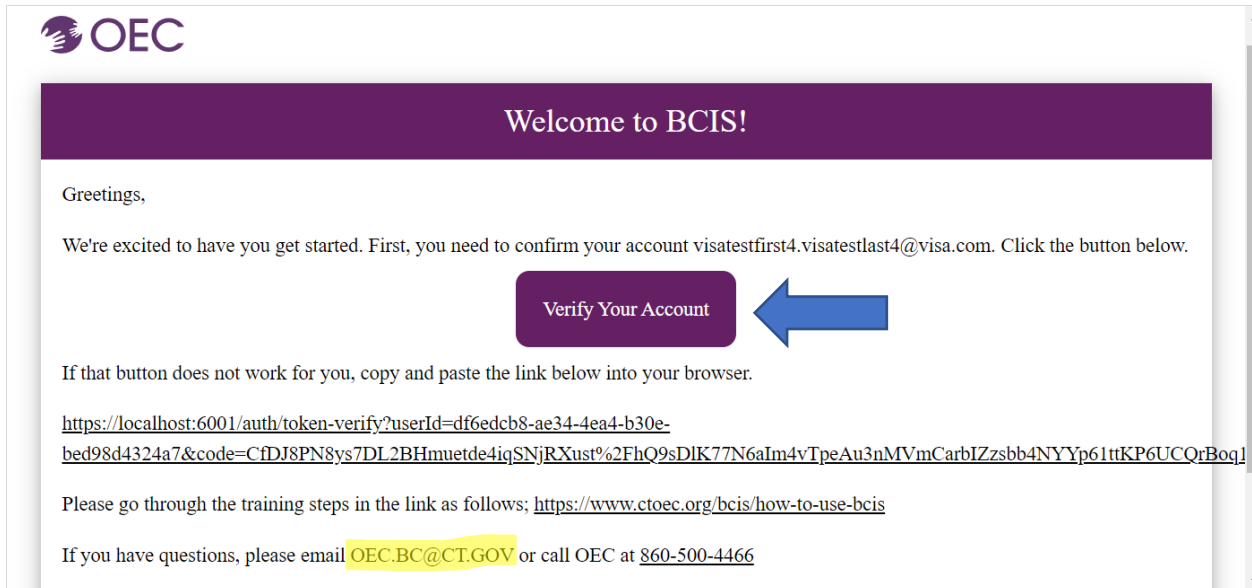
Once you click the link, you'll enter your email address, create a password, and click Register.

Registration screen

Then check your email again. You should see an email from oebcis@ct.gov with the subject "BCIS Confirm your account." Open that email and click the button to "verify your account."

Example of the second email to verify your account

Message Headers Body Sections Raw



OEC

Welcome to BCIS!

Greetings,

We're excited to have you get started. First, you need to confirm your account visatestfirst4.visatestlast4@visa.com. Click the button below.

Verify Your Account ←

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

<https://localhost:6001/auth/token-verify?userId=df6edcb8-ae34-4ea4-b30e-bed98d4324a7&code=CfDJ8PN8ys7DL2BHmuetde4iqSNjRXust%2FhQ9sDIK77N6aIm4vTpeAu3nMVmCarbIZzsbb4NYYp61ttKP6UCOrBoq1>

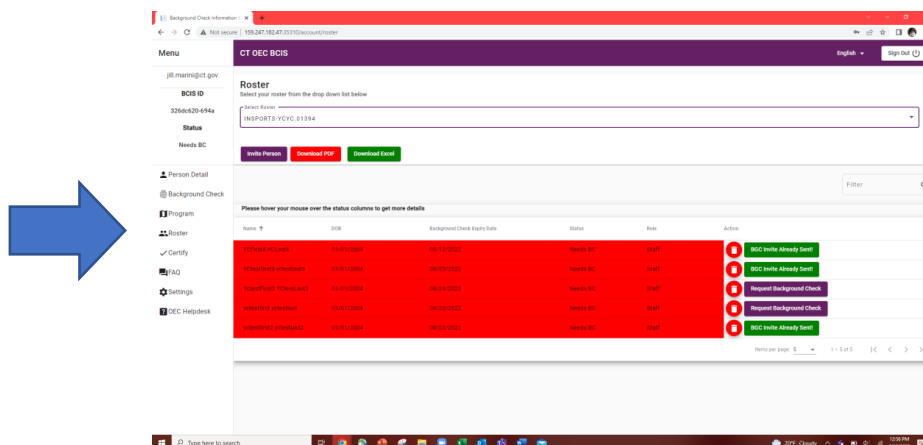
Please go through the training steps in the link as follows; <https://www.ctoec.org/bcis/how-to-use-bcis>

If you have questions, please email OEC.BC@CT.GOV or call OEC at [860-500-4466](tel:860-500-4466)

Now, you can login with the password you created. You'll be asked to confirm your date of birth for security purposes.

3. Managing your program roster

Click the **roster** tab from the left menu: This will allow you to see all the staff that have information in BCIS. As the Administrator of your Youth Camp BCIS account(s), you will be able to manage everyone's background checks. The next several pages will take you through the steps of managing background checks, updating your own information, inviting new staff members to your roster, and requesting staff members to complete background checks.



CT OEC BCIS

Menu

- Home
- Person Detail
- Background Check
- Program
- Roster
- Certify
- FAQ
- Settings
- OEC Helpdesk

Roster

Select your roster from the drop down list below

Filter

Please hover your mouse over the status column to get more details

Name	ID#	Background Check Expiry Date	Status	Role	Action
CHRISTOPHER BERRY	11/11/2024	08/12/2025	Needs BC	Staff	Request Background Check Request Background Check Request Background Check Request Background Check
CHRISTOPHER BERRY	11/11/2024	08/12/2025	Needs BC	Staff	Request Background Check Request Background Check Request Background Check Request Background Check
CHRISTOPHER BERRY	11/11/2024	08/12/2025	Needs BC	Staff	Request Background Check Request Background Check Request Background Check Request Background Check
CHRISTOPHER BERRY	11/11/2024	08/12/2025	Needs BC	Staff	Request Background Check Request Background Check Request Background Check Request Background Check

IMPORTANT ITEMS TO REMEMBER:

1. Please make sure that each staff member on your roster has their own individual email address. The system only allows an email address to be used for one account. Instruct staff members to use a personal email address when creating their BCIS account.

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 to complete the steps necessary to ensure that their background checks remain CURRENT.

Adding Staff Members to your Program Roster

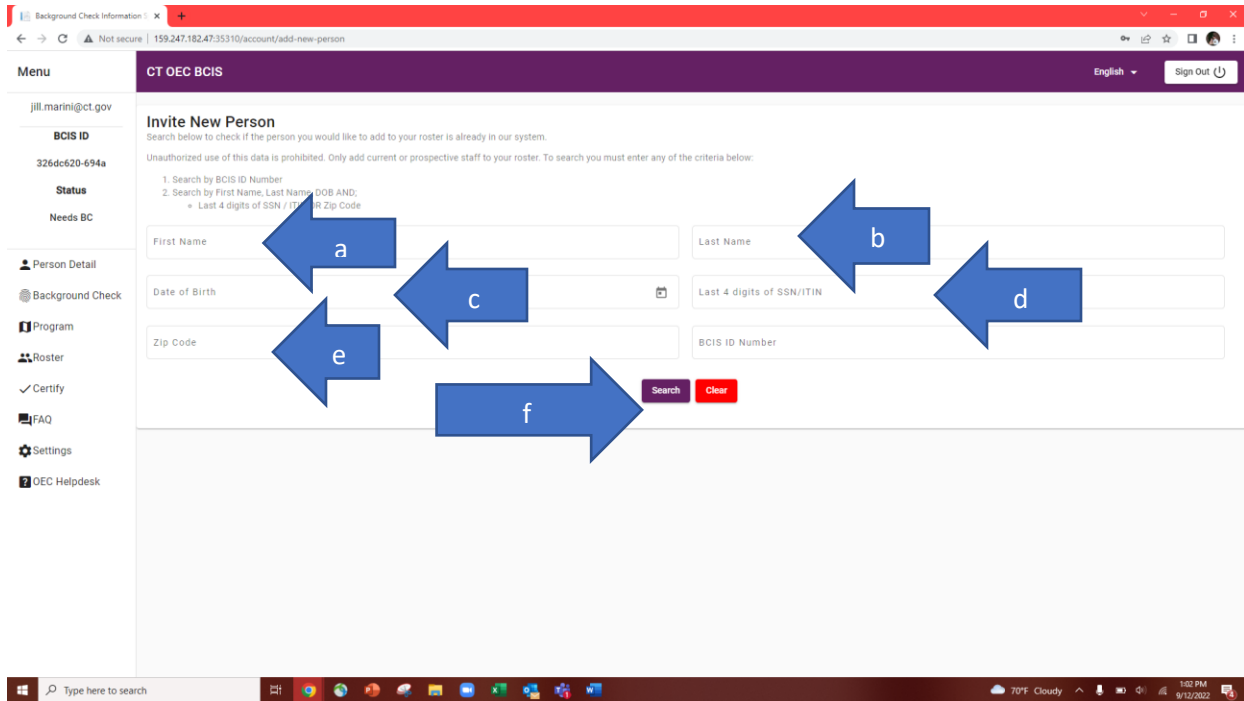
***NOTE:** If you wish to add a holder of a H1-B, J1 or R1 visa to your roster, please skip to page 14 for a simplified process for adding these individuals

If there are staff members who do not appear on your roster you will have to invite them.

1. Click on the **INVITE PERSON** purple button

The screenshot shows the BCIS Roster management interface. A blue arrow labeled '1' points to the 'Invite Person' button. The interface includes a menu on the left, a header with 'CT OEC BCIS', and a main content area with a 'Roster' section. Below the 'Roster' section is a table with columns: Name, DOB, Background Check Expiry Date, Status, Role, and Action. The table contains five rows of staff members. The 'Action' column for each row contains buttons: 'SDC Invite Already Sent' (green), 'Request Background Check' (purple), and 'Request Background Check' (purple). The table also has a 'Filter' search box and a 'Please hover your mouse over the status columns to get more details' message.

2. Enter the individuals:
 - a. First name
 - b. Last name
 - c. Date of birth
 - d. Last four digits of their Social Security number (optional)
 - e. Zip code
 - f. Click the purple 'Search' button



3. When the individual is not located you will receive a NO RECORD FOUND indicator in the top left-hand side of your screen. Please then invite the individual to create a BCIS account and join your roster. This is done by:
 - a. Selecting your program roster from the drop-down menu
 - b. Select the individual's role (Staff)
 - c. Type their email address into the email section.
 - d. Background Check Request Type: Allows you to select a Youth Camp Specific or Traditional Background check while inviting a person to your youth camp ROSTER. For differences of these background checks, please see pages 8 and 9 below.
 - e. Click the purple SEND INVITE button.

Invite New Person
 Search below to check if the person you would like to add to your roster is already in our system.
 Unauthorized use of this data is prohibited. Only add current or prospective staff to your roster. To search you must enter any of the criteria below:

1. Search by BCIS ID Number
2. Search by First Name, Last Name, DOB AND:
 - Last 4 digits of SSN / ITIN OR Zip Code

First Name: _____ Last Name: _____
 Date of Birth: _____ Last 4 digits of SSN/ITIN: _____
 Zip Code: _____ BCIS ID Number: 2C8B1582-E80F

This individual does not have an email address listed in BCIS. Please enter their individual email address to send them an invitation to finish updating their BCIS profile.

Name: Daniella Holland Identification: ****-**-3333
 DOB: 05/13/2000

Identification: Needs BC
 Please select your program: Youth Camp-YCVC.12345
 Please select Employment Type: _____
 Email: _____ Please select BGC request Type: _____

IMPORTANT ITEMS TO REMEMBER:

1. Please make sure that each staff member on your roster has their own individual email address. The system only allows an email address to be used for one account.
2. For the individual that you have invited to BCIS to show up on your roster they **MUST** follow the instructions in the two emails they will receive. (Please see Youth Staff Instructions for detailed information on these steps)

Requesting Background Checks from Staff Members

All Youth Camp Directors will be responsible for managing the background checks of their staff 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 date in the future, indicating that this is when your background is due to expire **or** the current date, which means it has expired in the past.

1. When looking at your roster, you will see the purple REQUEST BACKGROUND CHECK button for anyone who needs to complete a background check. To initiate the background check for this individual you will click on this button and the system will send the individual an automated email asking them to log in and complete the background check.

Menu CT OEC BCIS Sign Out

program@email.com

BCIS ID

Status

Roster
Select your roster from the drop down list below

Select Roster
TestProgram-DCCC.70492

Add Person Download PDF Download Excel

Person Detail

Background Check

Program

Roster

FAQ

Settings

Please hover your mouse over the status columns to get more details

Name ↑	DOB	Background Check Expiry Date	Status	Role	Action
TestFirstName A TestLastName	10/06/2021	05/08/2026	Current	Staff	Request Background Check
TestFirstName (change) TestLastName	10/03/2000	10/08/2021	Needs BC	Staff	Request Background Check
TestFirstName Elena TestLastName	10/06/2021	12/11/2023	Current	Staff	Invite to BCIS
TestFirstName Jasmin TestLastName	10/06/2021	07/06/2026	Current	Staff	Invite to BCIS

2. Once a Camp Director/BCIS Admin for a program roster clicks the REQUEST BACKGROUND CHECK button, a pop-up screen will appear. At this point the Administrator will indicate which background check process they will be using. The OEC recommends choosing the Youth Camp Specific Check as the check is completed faster than the Traditional Check.

- a. **Traditional BCIS Background Check** where BCIS will complete the DCF and the NSOR once the individual initiates the background check and the individual must obtain digital fingerprints. If the administrator is choosing the traditional BCIS Background check, click on the button “Traditional Background Check”. A background check obtained using this method meets the background check requirements for youth camps AND licensed childcare centers, which is helpful for staff that work in both types of programs.

CT OEC BCIS English Sign Out

Roster
Select your roster from the drop down list below

Select Roster
Youth

Invite Person Download PDF

Please hover your mouse over the status columns to get more details

Request Background Check

Traditional Background Check OR Youth Camp Specific Background Check

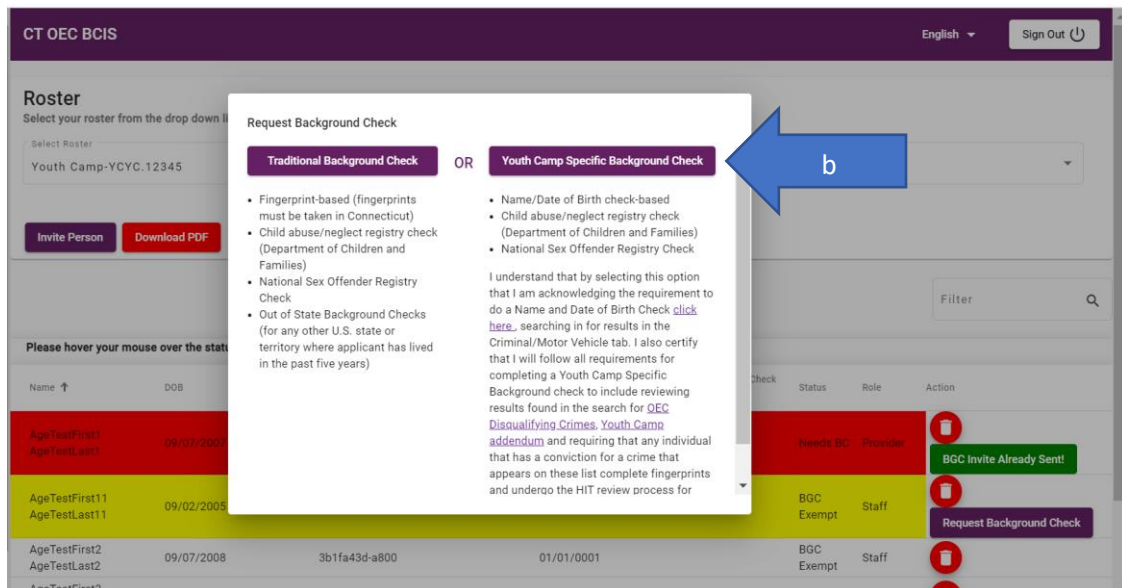
- Fingerprint-based (fingerprints must be taken in Connecticut)
- Child abuse/neglect registry check (Department of Children and Families)
- National Sex Offender Registry Check
- Out of State Background Checks (for any other U.S. state or territory where applicant has lived in the past five years)

I understand that by selecting this option that I am acknowledging the requirement to do a Name and Date of Birth Check [click here](#), searching in for results in the Criminal/Motor Vehicle tab. I also certify that I will follow all requirements for completing a Youth Camp Specific Background check to include reviewing results found in the search for [OEC Disqualifying Crimes](#), [Youth Camp addendum](#) and requiring that any individual that has a conviction for a crime that appears on these list complete fingerprints and undergo the HIT review process for

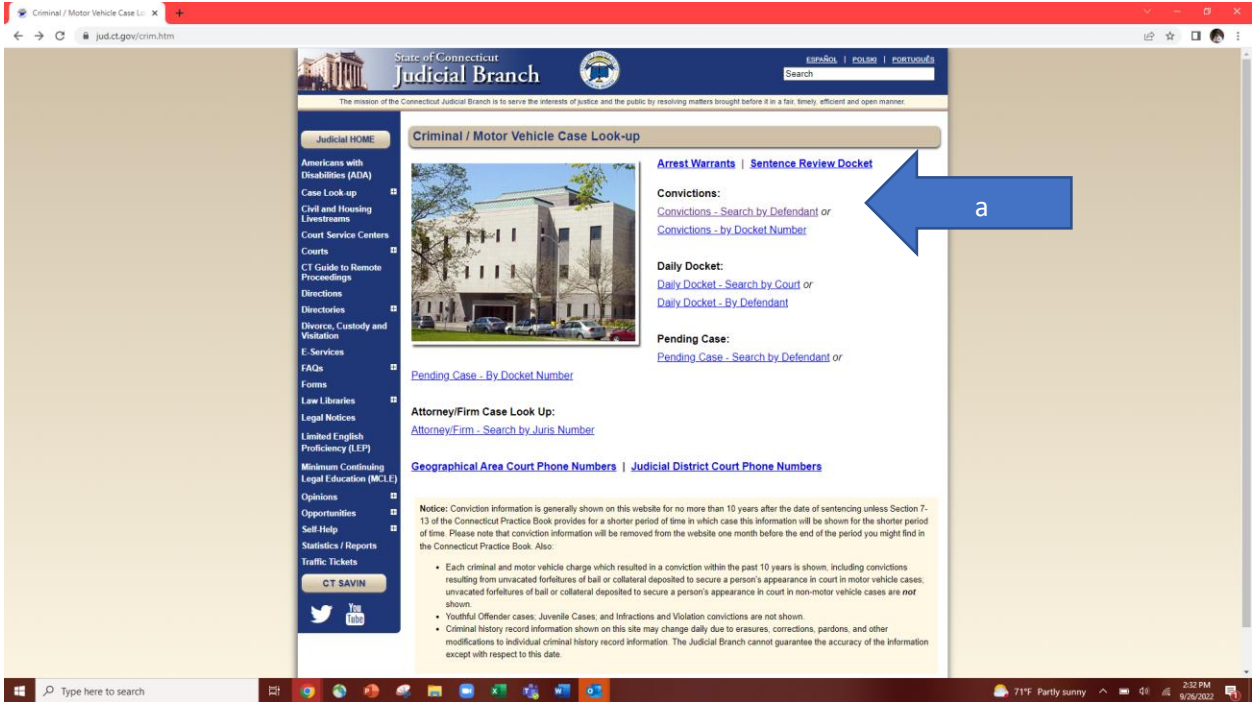
Name ↑	DOB	Background Check Expiry Date	Status	Role	Action
AgeTestFirst AgeTestLast	09/01/2003		Needs BC	Provider	BGC Invite Already Sent!
AgeTestFirst11 AgeTestLast11	09/02/2005		BGC Exempt	Staff	Request Background Check
AgeTestFirst2 AgeTestLast2	09/07/2008	3b1fa43d-a900	BGC Exempt	Staff	Request Background Check
AgeTestFirst3					Request Background Check

- b. **Youth Camp Specific Background Check** where BCIS will complete the DCF check once the individual initiates the background check. The BCIS administrator for the program is responsible for acknowledging and following all the requirements for conducting a Name and Date of Birth Check at: <https://jud.ct.gov/crim.htm> searching for convictions in the Criminal/Motor Vehicle tab. Additionally, the BCIS administrator for the program will certify that there are no matching records on the National Sex Offender Public Website (NSOPW) at: <https://www.nsopw.gov/>.
- The BCIS roster administrator is responsible for certifying that they will follow all requirements for completing the youth camp specific background check. They must review any results found in a search for OEC Disqualifying Crimes and shall require an individual that has a conviction for a crime that appears on this list complete fingerprints and undergo an internal OEC review process.

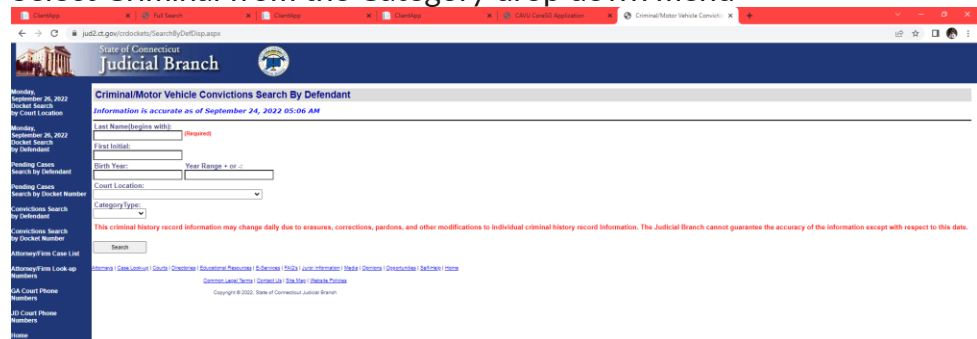
A youth camp specific background check DOES NOT meet the background check requirements of a licensed childcare program.



3. Next the Administrator will need to check the Judicial Website using the link provided above and the hyperlink provided in BCIS to determine if the individual has a CONVICTION of a crime on OEC's Disqualifying Crimes list.
- This is done by clicking on the link that states Convictions Search by Defendant



- b. Next you will type the employees:
 - i. Last name
 - ii. First initial
 - iii. Birth Year
 - iv. Leave Court Location blank to capture the entire state
 - v. Select Criminal from the Category drop down menu



- c. The administrator will then search the Office of Early Childhood Crimes List and compare the results of the search to the list. If there are any convictions of disqualifying crimes found the administrator will then return to the BCIS roster and request that the employee obtain fingerprint results.

(Please go to Step 5 if a conviction for a disqualify crime is found). If no conviction for a disqualifying crime is found, please proceed to Step 4.

4. Next the Administrator will check the National Sex Offender Public Website (NSOPW) using the link provided above and the hyperlink provided in BCIS to determine if the individual appears on the NSOPW registry.
 - a. On the main page of the NSOPW, perform the search by entering the first and last name. Please note that if there is a match based on name, you should confirm if it is also a match based on date of birth.



If there are no convictions of disqualifying crimes and no NSOPW record, the administrator shall CERTIFY the individual by following the steps below:

Return to the roster and click on the CERTIFY tab on the left-hand side. (a)

Background Check Information | Not secure | 159.247.182.47:35310/account/roster

Menu CT OEC BCIS English Sign Out

jill.marini@ct.gov

BCIS ID 326de620-694a

Status Needs BC

Person Detail Background Check Program Roster **Certify** FAQ Settings OEC Helpdesk

Roster

Select your roster from the drop down list below

Select Roster INSPORTS-YCYC.01394

Invite Person Download PDF Download Excel

Please hover your mouse over the status columns to get more details

Name	DOB	Background Check Expiry Date	Status	Role	Action
YCFirst4 YCLast4	01/01/2004	08/12/2022	Needs BC	Staff	BGC Invite Already Sent
YCTestFirst5 yctestlast5	01/01/2004	08/23/2022	Needs BC	Staff	BGC Invite Already Sent
YCTestFirst3 YCTestLast3	01/01/2004	08/24/2022	Needs BC	Staff	Request Background Check
yctestfirst yctestlast	01/01/2004	08/22/2022	Needs BC	Staff	Request Background Check
yctestfirst2 yctestlast2	01/01/2004	08/22/2022	Needs BC	Staff	BGC Invite Already Sent

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Select the individual you are choosing to certify by clicking on the purple CERTIFY button. (b)

Menu CT OEC BCIS English Sign Out

Raghavendar.Cherruku@ct.gov

BCIS ID 13daa9aa-ec99

Status Needs BC

Person Detail Background Check Program Roster **Certify**

Certify Youth Camp Program Counselors

First Name	Last Name	Date of Birth	Action
YCTestFirst	YCTestLast		Certify
YCTestFirst1	YCTestLast1		Certify
YCTestFirst3	YCTestLast3		
firstYCTest4	lastYCTest4		Certify

Items per page: 5 1 - 5 of 7

b. Provide the date that the Name and DOB check was completed on the judicial website and the date the NSOPW was completed, click the boxes and the CONFIRM CERTIFY button. (c)

Certify Individual

CT-JUD Check

- I certify that I have checked the Name and DOB check [click here](#), I am certifying that there were no criminal conviction records that are considered [OEC Disqualifying Crimes](#), [Youth Camp addendum](#) and this person has a favorable criminal Name and DOB check.

I Confirm, CT-JUD check is completed

CT-JUD Certification: 3/13/2024

NSOR Check

I certify that I have checked the National Sex Offender Public Website. [click here](#). I certify that there are no records that match this applicant's name and date of birth

I Confirm, NSOR check is completed

NSOR Certification: 3/13/2024

NOTE: if you find a disqualifying criminal conviction or placement on the sex offender registry, do NOT certify this record and email OEC.BC@ct.gov for additional information.

Cancel Confirm Certify

5. Should the administrator discover a conviction for a disqualifying crime while searching the State Judicial Website or a NSOPW record, they **must** request that the individual complete the FBI and State criminal check, utilizing fingerprints.
 - a. To complete this, the director **will NOT certify the individual**, but will return to the roster and click the purple REQUEST FINGERPRINT button:

Menu CT OEC BCIS English Sign Out

Raghuvaran.Cheruku @ct.gov

BCIS ID 13daa9aa-ec99

Status Awaiting FP

Roster Select your roster from the drop down list below

Select Roster: Youth Camp -YCYC.12345

Invide Person Download PDF Download Excel

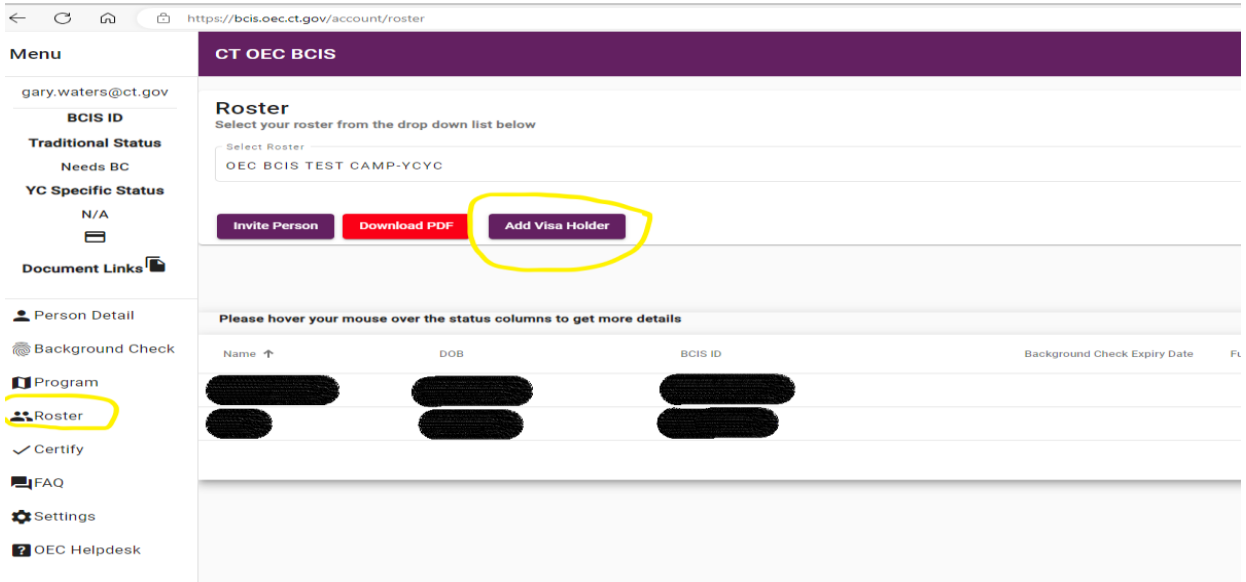
Please hover your mouse over the status columns to get more details

Name	DOB	Background Check Expiry Date	Status	Role	Action
YCTestFirst YCTestLast	01/01/2004	10/18/2023	Current	Staff	BGC Invite Already Sent!
YCTestFirst1 YCTestLast1	01/01/2004	08/18/2022	Needs BC	Staff	BGC Invite Already Sent! Request Fingerprint
YCTestFirst3 YCTestLast3	01/01/2004	08/23/2022	Needs BC	Staff	BGC Invite Already Sent!
YCTestFirst2	01/01/2004	08/23/2022	Needs BC	Staff	BGC Invite Already Sent!

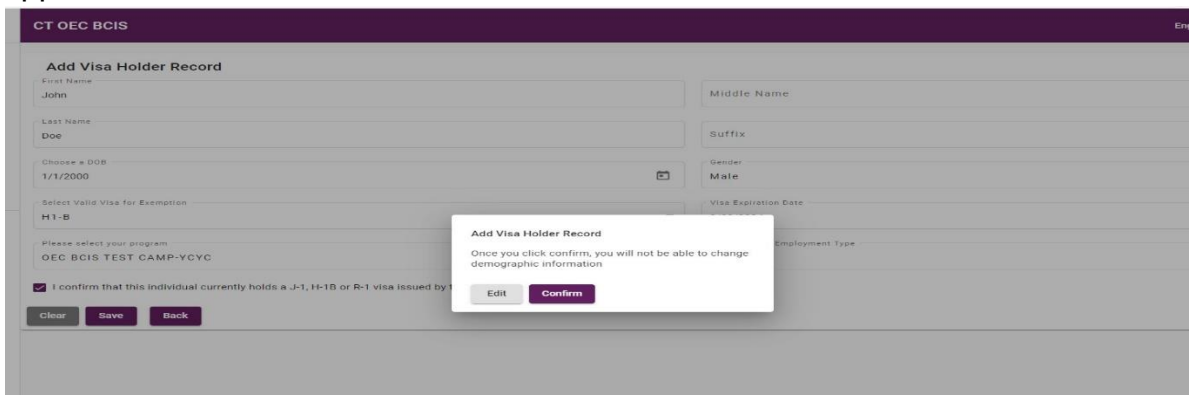
- b. Clicking this button will send the individual a request to complete the traditional BCIS background check which includes an FBI and state criminal fingerprint component.
 - c. Should a disqualifying crime be discovered because of the fingerprint component, an OEC staff member will reach out to inform both the program director/administrator and the individual of the steps required to process an appeal.

Adding Staff Members to your Program Roster who are H1-B, J1 or R1 visa holders

1. From the administrator account in BCIS, click the roster button on the left hand side of the screen. If you have multiple camps that you're an administrator for, make sure that the camp you wish to add staff to is the correct one under the "Select Roster" drop down menu.
2. Click the purple add visa holder button circled below



3. On the following page, you'll enter the employees name, date of birth and gender, then you'll select from the drop down menu which of the three current visas they currently hold.
4. After you've selected their visa type, you'll enter the visa expiration date for that employee. Next, make sure that the correct camp is listed on the "select your program" drop down menu, then select employment type (either staff or volunteer)
5. Finally, click on the box stating, "I confirm that this individual currently holds a J-1, H-1B, or R-1 visa and hit the save button. When you do, the following pop up will appear

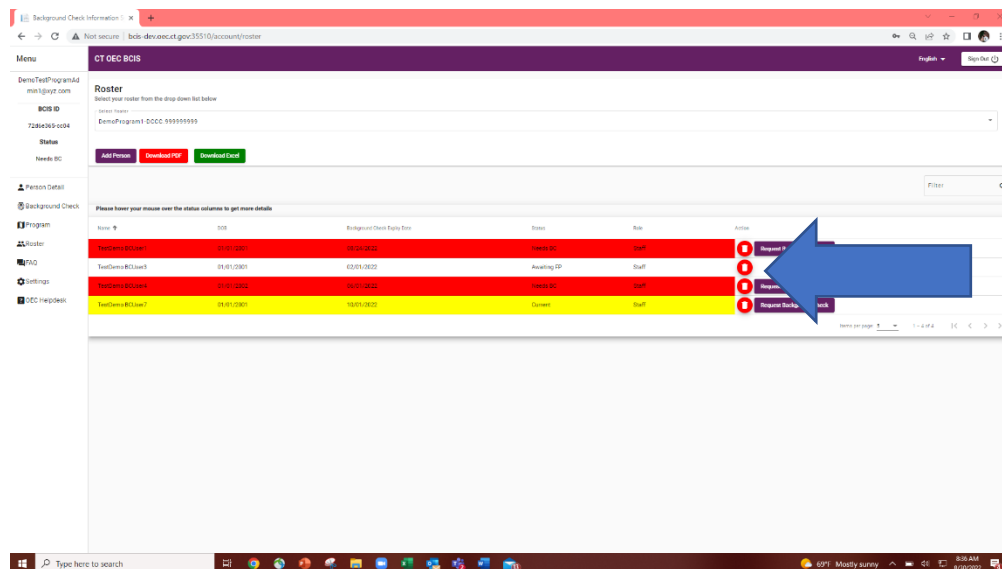


- By clicking the confirm button, you're certifying that you have verified that your employee has a valid J-1, H-1B or R-1 visa. You will now see they have been added to your staff roster with a current status (CUR), and they are eligible to work unsupervised.

***Please note: if the employee holds a visa that is NOT an J-1, H-1B or R-1 visa, the roster administrator should request a background check from that individual by the process on Page 5.**

How Do I Remove Someone from My Roster?

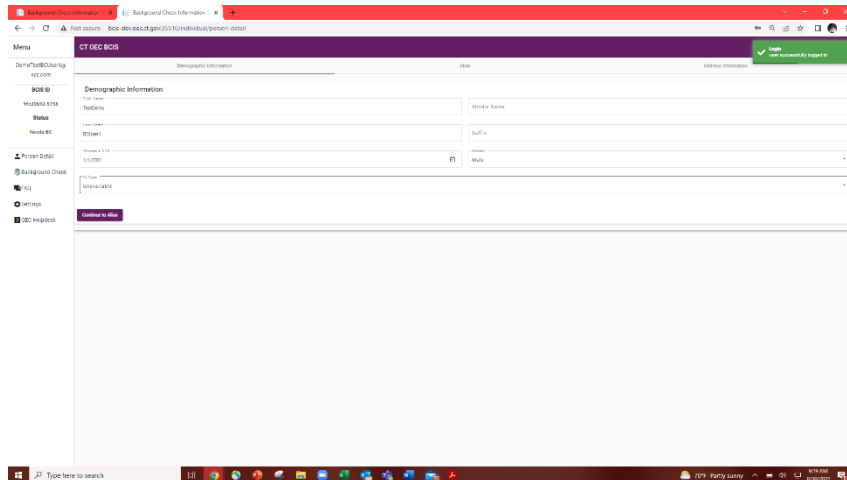
If a staff member is no longer with you, you can remove them from your roster by clicking the trash can at the end of the line where their name appears. This does not delete their record, it just removes them from your roster.



How Do I Add Someone to My Roster Who Has an Active BCIS Account?

If you hire a staff member who has an active BCIS account, please follow the steps below:

- Ask the individual to log into **their BCIS account** and write down their BCIS ID. Every individual in BCIS has a unique ID assigned to them. It can be found on the upper left-hand side of the screen.



2. You will then log into your Administrator Account and from the roster page, click on the purple INVITE PERSON button.



CT OEC BCIS English Sign Out

Roster

Select your roster from the drop down list below

Select Roster: Youth Camp-YCYC.12345

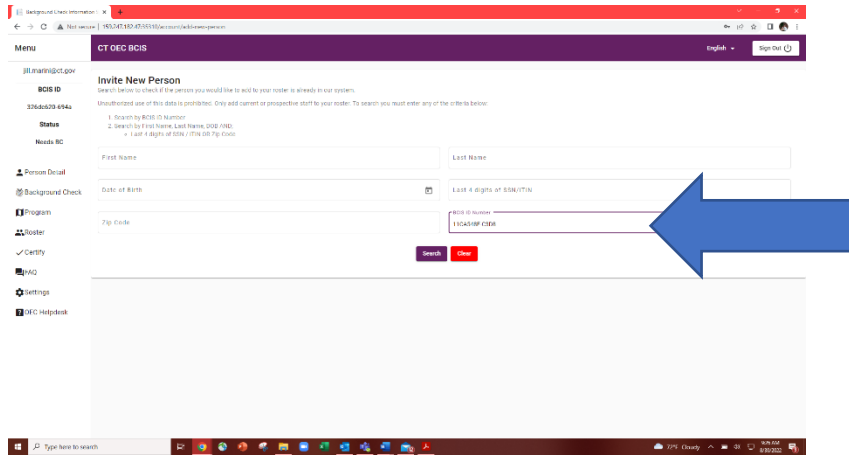
Invite Person Download PDF Download Excel

Filter

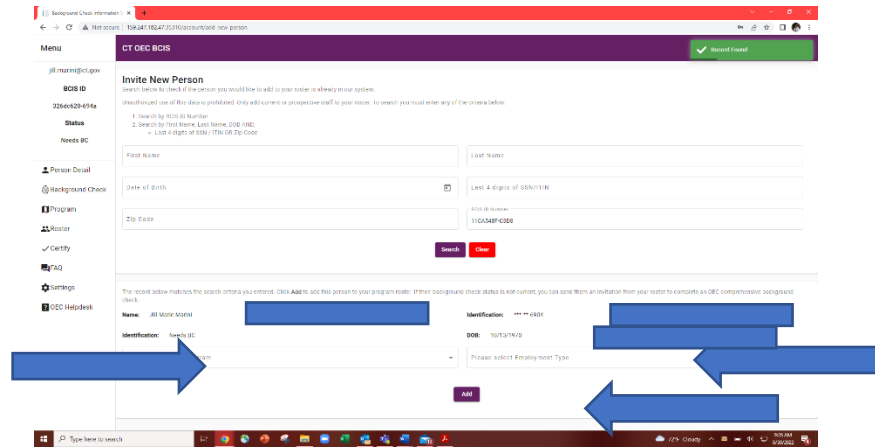
Please hover your mouse over the status columns to get more details

Name ↑	DOB	BCIS ID	Background Check Expiry Date	Future Background Check Expiry Date	Status	Role	Action
AgeTestFirst1 AgeTestLast1	09/07/2007	23562538-a581	03/15/2023		Needs BC	Provider	BGC Invite Already Sent!
AgeTestFirst11 AgeTestLast11	09/02/2005	7b6c58eb-49e0	09/02/2023		BGC Exempt	Staff	Request Background Check

3. You will then enter **ONLY** the **BCIS ID** that the individual you are adding has provided you with and click on SEARCH



- When the individual is found, the system will ask you if you want to add them to your roster and in which role. Select the appropriate license and role and hit ADD.



Understanding the Roster Columns

1. Name
2. Date of Birth
3. BCIS ID
4. Expiration Date: the date the background check will expire
5. Future Expiration Date:
6. Status
7. Role
8. If the line is highlighted in RED, the background check has already expired
9. Once an individual's background check enters the 6-month window prior to expiration their line will be highlighted in YELLOW and will remain YELLOW until the background check is completed OR it expires.

CT OEC BCIS English Sign Out

Roster
Select your roster from the drop down list below

Select Roster: Program1-DCCC.999999999

Download PDF Download Excel

Please hover your mouse over the columns to get more details

Name ↑	DOB	BCIS ID	Background Check Expiry Date	Future Background Check Expiry Date	Status	Role	Action
TestDemo BCUser1	01/01/2001	9fc29b32-5756	10/19/2022		Awaiting FP	Staff	
TestDemo BCUser3	01/01/2001	0c19c084-64e9	10/18/2022		Awaiting FP	Staff	
TestDemo BCUser4	01/01/2002	124d08e2-288c	09/13/2022		Needs BC	Staff	Request Background Check
TestDemo BCUser7	01/01/2001	d908b24-851a	10/18/2022		Needs BC	Staff	Request Background Check

Items per page: 5 1 - 4 of 4

BACKGROUND CHECK STATUS MEANINGS

The background check status displayed in BCIS is determined by the status of the background check components. Please see below for status definitions:

- a. **CURRENT (CUR)**: OEC has verified a current background check for this person in our system. The date shown is the maximum due date for this person's next required check. Please be sure they start the process 45-60 days prior to the date shown to maintain their eligibility for childcare employment. This individual is eligible to work with children.
- b. **NEEDS BACKGROUND CHECK (NBC)**: OEC does not have an updated and current record for this individual in BCIS. Therefore, they are currently due for a background check. This individual can NOT yet begin work with children.
- c. **PENDING (PND)**: OEC is awaiting additional registry check results to complete this application, which may include out-of-state record checks, or is reviewing additional documentation. OEC may contact the individual if additional information or documentation is needed. This individual can NOT yet begin work with children.
- d. **WORK SUPERVISED (WSP)**: 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, sex offender registry checks.
 - This individual can begin work with children ONLY if supervised at all times by a staff member who has a Current background check noted in BCIS
- e. **BGC XEMPT**: This individual is legally exempt from the background check requirement, either because they are under 18 years of age or they are a current holder of a J-1, H-1B or R-1 visa issued by the United States Department of State. This individual is eligible to work with children.

Where Can I go for Assistance with BCIS and Background Checks?

1. Need help with your log in ID or password?
 - a. Submit a Support Desk Ticket here: <https://helpdesk.cecit.org/> Please be sure to include the following in your request:
 - i. Name
 - ii. DOB
 - iii. Email address
 - iv. Telephone Number
 - v. License Number
 - b. Email OEC.BC@CT.GOV Please include the following in your email:
 - i. Name
 - ii. DOB
 - iii. Email address
 - iv. Telephone Number
 - v. License Number
 - c. Call OEC 1-860-500-4466.
2. Have questions about your staff members' background check status or think it is incorrect?
 - a. Submit a Support Desk Ticket here: <https://helpdesk.cecit.org/> Please be sure to include the following in your request:
 - i. Name of individual
 - ii. DOB of individual
 - iii. Email address
 - iv. Telephone Number
 - v. License Number
 - b. Email OEC.BC@CT.GOV Please include the following in your email:
 - i. Name of individual
 - ii. DOB of individual
 - iii. Email address of individual
 - iv. Telephone Number
 - v. License Number
 - c. Call OEC 1-860-500-4466.
3. Need technical assistance?
 - a. Submit a Support Desk Ticket here: <https://helpdesk.cecit.org/>
 - b. Email OEC.BC@CT.GOV
 - c. Call OEC 1-860-500-4466
4. Need questions answered about BCIS and the process?
 - a. Submit a Support Desk Ticket here: <https://helpdesk.cecit.org/>
 - b. Email OEC.BC@CT.GOV
 - c. Call OEC 1-860-500-4466.
5. Need assistance with scheduling fingerprint appointments:
 - a. Call 211 @ 1-800-505-1000
 - b. Visit <https://www.ctoec.org/background-checks/fingerprints-background-checks/> and scroll to the bottom of the page and click on the link that takes you to information about local police stations that do fingerprints. PLEASE NOTE: we do not guarantee that the information on the list is the most up to date information so please contact the police station where you plan to go to make sure that the hours and services are still accurate.